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DOUG LITTLE

TOM FORESE

SUSAN BITTER SMITH Chairman

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BEFORE THE ARIZONA CORPORATION COMMISSION

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Arizona Corporation Commission DOCKETED

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IN THE MATTER OF QWEST CORPORATION d/b/a/ CENTURYLINK'S COMPLIANCE WITH §271 OF THE TELECOMMUNICATIONS ACT OF 1996 DOCKET NO. T-00000A-97-0238

QWEST CORPORATION d/b/a/ CENTURYLINK'S QUARTERLY REPORT REGARDING ITS CHANGE MANAGEMENT PROCESS

Qwest Corporation d/b/a CenturyLink-QC ("CenturyLink") submits this Quarterly Report regarding its Change Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order¹ relating to CenturyLink's Operational Support systems ("OSS"), which, among other things, adopted certain reporting recommendations in Staff's Supplemental Report on Qwest's Compliance with Checklist Item No. 2: Access to Unbundled Network Elements (UNEs), Change Management Process and Stand-Alone Test Environment, dated May 7, 2002 ("Staff's CMP Report"), at pp. 14-15.

In Staff's CMP Report, Staff recommended that Qwest develop a report on the effectiveness of the Re-Designed Change Management Process, to be filed with the ACC on a quarterly basis.² In accordance with that recommendation, Qwest began submitting quarterly CMP reports in August 2002, beginning with data for the second calendar quarter of 2002. The

Decision No. 66224, ACC Order, In the Matter of US WEST Communication, Inc.'s Compliance with §271 of the Telecommunications Act of 1996, at ¶¶72, 151, and ordering paragraphs (August 28, 2003)("OSS Order").

Staff's CMP Report at 15.

Commission adopted Staff's reporting recommendation in its OSS Order.³ CenturyLink submits this report regarding events that occurred from January through March, 2015 ("1Q2015") in accordance with the Commission's Order.

The information outlined by Staff in its recommendation is included in Exhibits A through D to this report, along with additional relevant information, as described below.

Exhibit A, entitled Qwest/CenturyLink Wholesale Change Management Process: CLEC and Qwest/CenturyLink Change Requests Submitted_1st Quarter 2015 ("1Q2015"), sets forth a listing of the number of CLEC and CenturyLink originated systems and product/process Change Requests ("CRs"), along with the percentage of the total CRs submitted during the quarter by CLECs and CenturyLink, and a listing of all of the CRs submitted during the quarter, including the date on which the change was submitted, CR number, summary of the change requests, and the party that submitted the change.⁴

During 1Q2015, CLECs submitted one system CR, which constituted 33% of the total number of systems CRs, and zero product/process CRs, which constituted 0% of the product/process CRs. Qwest submitted two systems CRs, which constituted 67% of the total number of systems CRs, and two product/process CRs, which constituted 100% of the product/process CRs.⁵

Exhibit B, entitled Qwest/CenturyLink Wholesale Change Management Process: Status and Disposition of Changes/ 1st Quarter 2015, sets forth a summary of the current status or disposition of all systems and product/process changes. These changes are listed in the following order:

 $^{^3}$ OSS Order, at ¶¶72, 151, and ordering paragraphs (August 28, 2003).

⁴ Further information regarding each CR can be found using the Product/Process Interactive Reports and Systems Interactive Reports on CenturyLink's wholesale web site. Links to those reports can be found at the following URL: www.centurylink.com/wholesale/cmp/changerequest.html

⁵ Section 5.4 of Qwest's Wholesale Change Management Process Document ("Wholesale CMP") provides that Qwest must submit CRs for Level 4 product/process changes. While Qwest does not submit CRs to initiate Level 0-3 product/process changes, information regarding those changes is included in Exhibit A.

13.

CLEC Systems Change Requests

- CLEC Product/Process Change Requests
- Qwest/CenturyLink Systems Change Requests
- Qwest/CenturyLink Product/Process Change Requests
- Qwest/CenturyLink Product/Process Changes

Within the listing of Qwest Product/Process Changes, Qwest/CenturyLink Level 4 changes, if any, are listed first, followed by an aggregate listing of Level 1-3 changes. For each change listed, Exhibit B contains the date on which the change was submitted, the type of change or CR number, a summary of the change, the status and proposed effective date, if applicable, and the party that submitted the change.

Exhibit C, entitled Qwest/CenturyLink Wholesale Change Management Process: Summary of Change by Interface Release – 1st Quarter 2015, sets forth information regarding interface changes that were implemented during the quarter.

Exhibit D, entitled Qwest/CenturyLink Wholesale Change Management Process: Escalation, Dispute Postponement Process – 1st Quarter 2015, provides links where information concerning the escalations and dispute resolutions initiated from January 1, 2015 through March 31st, 2015 are set forth. This information includes the issues escalated and those taken to dispute resolution, if any, along with the resolution reached.

Finally, CenturyLink has also attached as Exhibit E an updated matrix that catalogues

Qwest/CenturyLink's compliance with each of the sections of CenturyLink's Wholesale CMP⁷

⁶ Level 0 changes are defined as those that do not change the meaning of documentation, do not alter CLEC operating procedures, and are effective immediately without notice. Because these changes do not require any notification, web change form, or history log, they are not tracked and are not reported here.

⁷ The current version of Qwest's Wholesale CMP can be found on the "Change Management Process" page of CenturyLink's wholesale web site at http://www.centurylink.com/wholesale/cmp

1	to provide additional data regarding the effectiveness of the CMP. The matrix shows that the				
2	core provisions of the redesigned process have been in effect for many years now and lists the				
3	timeframes and Qwest/CenturyLink deliverables in the Wholesale CMP – each of which was				
4	defined and agreed to through the redesign process – along with specific information detailing				
5	Qwest's record of compliance with those obligations.				
6					
7	RESPECTFULLY SUBMITTED this 30 th day of April, 2015.				
8					
9	QWEST CORPORATION				
10					
11	By: 1 mm (yeh)				
12	Norman G. Curtright				
13	Corporate Counsel 20 E. Thomas Road – 16 th Floor				
14	Phoenix, Arizona 85012 Telephone: (602) 630-2187				
15	Telephone. (002) 030-2107				
16	ORIGINAL and 13 copies hand-delivered for Filing this 30 th day of April, 2015 to:				
17					
18	Docket Control ARIZONA CORPORATION COMMISSION				
19	1200 W. Washington Street Phoenix, AZ 85007				
20					
21	COPY of the foregoing mailed this this 30 th day of April, 2015 to:				
22					
23	Maureen A. Scott, Esq. Legal Division Terri Ford ARIZONA CORPORATION COMMISSION				
24	ARIZONA CORPORATION COMMISSION 1200 W. Washington Street Phoenix, AZ 85007				
25	Phoenix, AZ 95007				
26	•				

1 2 3	Steve Olea, Director Utilities Division ARIZONA CORPORATION COMMISSION 1200 W. Washington Street Phoenix, AZ 85007	Lyn Farmer, Chief Administrative Law Judge Jane Rodda, Administrative Law Judge Hearing Division ARIZONA CORPORATION COMMISSION 1200 W. Washington Phoenix, AZ 85007
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14 15	Jeffrey Crockett	
16	SNELL & WILMER One Arizona Center	
17	Phoenix, AZ 85004-0001	
18	Lew Kelum	
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EXHIBIT A

CLEC and Qwest/CenturyLink Change Requests Submitted 1st Quarter 2015

Jui Junitua	2	67%	2	100%	
CLECs	-	33%	0	%0	
	Number of Systems CRs:	Percentage of total Systems CRs:	Number of Product/Process CRs:	Percentage of total Product/Process CRs:	

	Systems	Systems Change Requests	
Date submitted	Change Request number	Summary of change	Submitter
01/29/15	SCR012915-1	IMA – Improve FOC process for large porting	CenturyLink
02/10/15	SCR021015-1	VZ NDM Retirement – implement replacement	Verizon
71,00,00		options	
03/06/15	SCR030615-1	IMA – Improve SUP flowthrough	CenturyLink
		Product/Process Change Requests	
Date Submitted	Change Request number	Summary of change	Submitter
01/07/15	PC010715-1	Technical Publication 77351, CenturyLink Engineering Standards – General Equipment	CenturyLink
		Requirements	
01/07/15	PC010715-2	Spectral Interference Cause Code/Analysis Code	CenturyLink

EXHIBIT B

	CenturyLink Wholesa	CenturyLink Wholesale Change Management Process: Status and Disposition of Changes	Disposition of Changes	
		1st Quarter 2015		
		CLEC Systems Change Requests		
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
02/10/15	SCR021015-1	VZ NDM Retirement – implement replacement options	Evaluation/2nd Quarter 2015	Verizon
		CLEC Product/Process Change Requests		
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
		Qwest/CenturyLink Systems Change Requests	g	
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
01/29/15	SCR012915-1	IMA – Improve FOC process for large porting requests	Presented/ 10/26/15	CenturyLink
03/06/15	SCR030615-1	IMA – Improve SUP flowthrough	Presented/ 10/26/15	CenturyLink

	CenturyLink Wholesal	CenturyLink Wholesale Change Management Process: Status and Disposition of Changes	Disposition of Changes	
		1st Quarter 2015		
	Qwe	est/CenturyLink Product/Process Change Requests	uests	
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
01/07/15	PC010715-1	Technical Publication 77351, CenturyLink Engineering Standards – General Equipment	CLEC Test/ 4/3/15	CenturyLink
01/07/15	PC010715-2	Spectral Interference Cause Code/Analysis Code	Development/ 5/8/15	CenturyLink
		Qwest/CenturyLink Product/Process Changes		
Date Announced	Level of Change	Summary of change	Effective date	Submitter
2/17/2015	Level 4	CMP-Non-FCC Technical Publication 77351, Issue H, CenturyLink Engineering Standards General Equipment Requirements	4/3/2015	CenturyLink
3/2/2015	Level 4	CMP-Maintenance and Repair Overview - V96.0-RESEND	4/16/2015	CenturyLink
3/19/2015	Level 4	CMP-FINAL NOTICE and CenturyLink Response to CLEC Comments on Non-FCC	4/3/2015	CenturyLink
3/26/2015	Level 4	CMP-Maintenance and Repair Overview - V97.0	5/8/2015	CenturyLink
1/20/2015	Level 3	CMP- Provisioning and Installation Overview - V154.0	3/6/2015	CenturyLink

		Qwest/CenturyLink Product/Process Changes	2	
Date Announced	Level of Change	Summary of change	Effective date	Submitter
1/26/2015	Level 3	CMP- Directory Assistance (DA) Service - V29.0	3/12/2015	CenturyLink
2/12/2015	Level 3	CMP- Access to Emergency Services (911/E911) - V37.0	3/27/2015	CenturyLink
2/19/2015	Level 3	CMP-FINAL NOTICE and CenturyLink Response to CLEC Comments on Provisioning and Installation Overview - V154.0	3/6/2015	CenturyLink
2/25/2015	Level 3	CMP- Billing Information - Bill cycle Changes	5/1/2015	CenturyLink
2/25/2015	Level 3	CMP-FINAL NOTICE for Directory Assistance (DA) Service - V29.0	3/12/2015	CenturyLink
3/12/2015	Level 3	CMP-FINAL NOTICE for Access to Emergency Services (911/E911) - V37.0	3/27/2015	CenturyLink
3/27/2015	Level 3	CMP-FINAL NOTICE and CenturyLink Response to CLEC Comments on Billing Information - Bill cycle Changes associated with ASR Consolidation Project	5/1/2015	CenturyLink
1/26/2015	Level 2	CMP- Collocation - CenturyLink [™] Premises Access Overview - V7.0	2/16/2015	CenturyLink
2/9/2015	Level 2	CMP-FINAL NOTICE and CenturyLink Response to CLEC Comments on Collocation - CenturyLink [™] Premises Access Overview - V7.0	2/16/2015	CenturyLink
		Qwest/CenturyLink Product/Process Changes		

Date Announced	Level of Change	Summary of change	Effective date	Submitter
3/23/2015	Level 2	(LSOGs), PCATs, and Business Procedures	4/20/2015	CenturyLink
1/15/2015	Level 1	CMP - Service Order Issuance Timeline updates in Directory Assistance (DA) Service -	1/15/2015	CenturyLink
1/16/2015	Level 1	CMP-Retraction of Elimination of Select LNP Migration Reports	1/16/2015	CenturyLink
1/16/2015	Level 1	CMP-Access to Emergency Services (911/E911) - V36.0	1/16/2015	CenturyLink
1/20/2015	Level 1	CMP-Intercept Services - V18.0-Nebraska Only	1/20/2015	CenturyLink
2/12/2015	Level 1	CMP- Intercept Services - V19.0	2/13/2015	CenturyLink
2/13/2015	Level 1	CMP- Unbundled Local Loop - General Information - V114.0	2/16/2015	CenturyLink
3/2/2015	Level 1	CMP - CORA™- GUI Web Based Training Updated	3/2/2015	CenturyLink
3/24/2015	Level 1	CMP-Retraction of Maintenance and Repair Overview- V96.0	3/24/2015	CenturyLink
3/30/2015	Level 1	CMP - IMA-GUI Release 38.0 / Web Based Training Updated	3/30/2015	CenturyLink

Gwest/CenturyLink Product/Process Changes

NOTE: The following status codes will be applied to Qwest/CenturyLink and CLEC initiated Change Requests (CRs). The status of the CR will be included in the Interactive Reports. The CR Interactive Reports are available at http://www.centurylink.com/wholesale/cmp/changerequest.html.

- Submitted The CR receives a Submitted status when Qwest's CMP Manager has formally acknowledged the CR. The CR remains in Submitted status until Qwest has conducted a Clarification meeting with the originator.
- Clarification The CR is updated to Clarification status once the clarification meeting has been held with the originator.
- Evaluation The CR moves into Evaluation status if the CR requires further investigation.
- Presented The CR moves into Presented status after the originator has presented it at the monthly CMP meeting
- Pending Prioritization The Systems CR moves into Pending Prioritization status after it has been Presented and is waiting for Prioritization.
- Development A Product/Process CR moves into a Development status when Qwest's response requires development of a new or revised Prioritized - The Prioritized status is not applicable to all Change Requests. The Prioritized status is only applicable to CRs for which the
- CLEC Test A CR moves into the CLEC Test status upon agreement by the participants in the CMP meeting. CLECs have the ability to
- Completed The CR moves to a completed status when the CLECs and Qwest agree that no further action is required to fulfill the requirements Denied - The CR receives a Denied status when Qwest denies the CR.
 - Deferred The CR receives a Deferred status if the CMP CR originator does not intend to escalate or dispute the CR at the present time, but
- Withdrawn The CR receives a Withdrawn status when the CR originator requests that the CR be withdrawn from the CMP process and the CR

Note: The above language is an excerpt from Section 5.7 of the Wholesale Change Management Process Document. The document can be found at http://www.centurylink.com/wholesale/cmp/index.html.

EXHIBIT C

	t /CenturyLink Wholesale Change Manageme ess: Summary of change by Interface releas	
William M. Abrahaman J. Lamanin C. Caraller, J. Santanin C. Caraller, J	1st Quarter 2015	
	EXACT	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter
	Loss and Completions	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter
	Billing	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter
	SATE	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter
	CEMR-MTG (NOTE: CEMR System was RETIRED as of 1/31/14)	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter

Qwes	t /CenturyLink Wholesale Change Manager	ment
	1st Quarter 2015 Process and Documentation	
		Problem that the second
CLEC CRs	Number of GRs	
Qwest/CenturyLink CRs	3	
Change Request number	Summary	Submitter
PC073113-1	Eliminate default to live operator feature for Intercept	CenturyLink
PC040214-1	Elimination of the automatic delivery of the LNP Reports via connect enterprise	CenturyLink/ Withdrawn
PC091014-1	Introduce changes to Technical Publication 77384	CenturyLink
	ASR Gateway/CORA UOM	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	1	
Change Request number	Summary	Submitter
SCR111714-1IG	ASOG 50 Industry Release/CORA and ASR Gateway	CenturyLink
	MEDIACC (NOTE: System was RETIRED as of 1/31/14)	
	IMA	
	Number of CRs	
CLEC CRs	1	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter
SCR090414-1	Establish Point to Point VPN Connectivity to Dish Network	dishNET
	MTG .	
	Number of CRs	
CLEC CRs	3	
Qwest/CenturyLink CRs	0	

Change Request number	Summary	Submitter
SCR070314-1	Ethernet Maintenance Electronic Bonded Ticket Rejection	AT&T/ Withdrawn
SCR021914-1	Application to application Interface for Client Self Test	Verizon
SCR021414-1	Develop Stand Alone Test Environment for MTG	Integra
Qwe	st /CenturyLink Wholesale Change Manager	nent
	1st Quarter 2015	
	DLIS	
	Number of CRs	
CLEC CRs	0	
Qwest/CenturyLink CRs	0	
Change Request number	Summary	Submitter

EXHIBIT D

Qwest/CenturyLink Wholesale Change Management Process

	Escala	tion, Dispute, Postponer	ment Process	
		1st Quarter 2015		
Note: Foodsties d	atail is available at ht		. la al a a la /a a a /a a a di a a la f	
Note: Escalation of	etaii is avaliable at nti	p://www.centurylink.com/v	vnoiesaie/cmp/escaisp.ntr	ml
Note: Dispute deta	il is available at http:/	/www.centurylink.com/who	olesale/cmp/escdisp.html	
	T			
Note: Postponeme	ent detail is available a	at http://www.centurylink.co	om/wholesale/cmp/escdis	p.html
				_

EXHIBIT E

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 1 Introduction and Scope	October 2, 2001	October 3, 2001	Qwest/CenturyLink has complied with this process for over 161 months.	Supporting data can be found at the following URL: http://www.centurylink.com/wh
Owest implemented	the Redesign Team reached		Qwest/CenturyLink processed 701 new OSS Interface CDs harman October 3 2001 and March	olesale/cmp/changerequest.html
the Redesign Team.	agreement on this section of the Qwest Wholesale Change Management Process document		Michael Cas Derwedt October 3, 2001 and Males. 31, 2015.	CenturyLink Change Request – Product/Process Interactive
	can be found at the following URL:	-	Qwest/CenturyLink processed 426 new Product Process CRs between October 3, 2001 and March 31, 2015.	Reports or CLEC- CenturyLink Change Request – Systems Interactive Reports.)
	e/cmp/redesign.html (See Meeting Minutes – CMP		Qwest/CenturyLink has rejected only 17 CRs on	
	Redesign Meeting October 2-3 Final Minutes, page 4 paragraph		the grounds that they were deemed to be out of scope of the Change Management Process.	

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Owest's/CenturyLink's Record of Compliance	Supporting References
Section 2 Managing the Change	Varies by sub-section.	Owest implemented Section 2 as	Owest/CenturyLink has modified the processes, as necessary, as determined by the Redesign	Supporting data can be found at the following URLS:
Management Process Qwest implemented Section 2 as		Owest's/ CenturyLink's Record of	Owest/CenturyLink posts a POC list to the CMP web site.	http://www.centurylink.com/wholesale/cmp/poc.html (CLEC-CenturyLink POC List)
agreed to by the Redesign Team.		Compliance column.	CMP Managers have been in place since the inception of CMP in 1999.	http://www.centurylink.com/wholesale/cmp/changerequest.html
			CR Project Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since August, 2001.	(See either CLEC. CenturyLink Change Request – Product/Process Interactive Reports or CLEC. CenturyLink
				Change Kequest – Systems Interactive Reports These contain the names of the CR Project Managers assigned to each of the CRs.)
			Escalation/Dispute Resolution Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since Sentember, 2001.	http://www.centurylink.com/wholesale/cmp/escdisp.html (Seactual escalations.)
			Qwest posted a CLEC comments tool to the CMP web site.	http://www.centurylink.com/wholesale/cmp/review.html (This is the tool the CLECs use to submit comments on a given PCAT or
			In April 2002, CLECs and Qwest agreed to procedures to manage changes to the CMP. In June 2002, CLECs and Qwest agreed to use a CR to manage changes.	i echrub.)

Section 3 Aug	Date Frocess was baselined by	Late I occas was		6
	the Redesign Leam	Implemented		7-1-7-1
tings	August 8, 2001	See	Qwest/CenturyLink has conducted CMP monthly	Supporting data can be found at
		Qwest's/CenturyLink's	meetings at least once per month since the	the following UKLS:
		Record of Compliance	inception of Qwest's CMP in 1999. In October,	
Owest implemented Mee	Meeting minutes that reflect that	column.	2001, CMP monthly meetings were extended to	
o po	the Redesign Team reached		two full day sessions per the request of the CLEC	http://www.centurylink.com/wh
	sement on this section of the		participants. In March of 2005, an Exception	olesale/cmp/cicmparchive.html
	Owest Wholesale Change		request (PC020205-3CM) was granted to allow	(CMP meeting material,
Wan	Management Process document		the CMP Product/Process and Systems Meetings	including dates of meetings,
Can	can be found at the following		to be held on the same day of each month.	distribution packages and
IIII			•	meeting minutes)
http:	httn://owest.com/wholesale/cmp/		Owest/CenturyLink has provided meeting	
epar	sign.html (see CMP Re-		materials, also known as distribution packages,	http://www.centurylink.com/wh
Desi	Design Meeting August 7 & 8		since the inception of Qwest's CMP in 1999. An	olesale/cmp/index.html
Fina	Il Minutes - 8-29-01		improved distribution package format was	(CenturyLink's CMP web site)
Atta	Attachment 9, Page 8.)		introduced in September, 2001 for the Product and	
)		Process CMP meetings and in October 2001 for	
			the Systems CMP meetings.	
			Qwest/CenturyLink has recorded meeting minutes	
			since August 15, 2001 for Product and Process	
			CMP meetings, and since September 19, 2001 for	
			Systems CMP meetings.	
			Qwest/CenturyLink has made a number of	
			improvements to its CMP website as a result of the	
			Redesign effort.	

P	7.0 7.0 8.0).0	O:	0·1	0 0	0		0	2
There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.	There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release. There were 0 Regulatory CRs, 28 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 18.0 Release.	There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.	There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release.	There were 0 Regulatory CRs, 18 CLEC originated CRs, and 2 Qwest originated CRs on the candidate list for the IMA 21.0 Release.	There were 0 Regulatory CRs, 15 CLEC originated CRs and 3 Qwest originated CRs on the candidate list for the IMA 22.0 Release.	There were 0 Regulatory CRs, 8 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 23.0 Release.	There were 0 Regulatory CRs, 4 CLEC originated CRs and I Qwest originated CR on the candidate list for the IMA 24.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 25.0 Release.	There were 0 Regulatory CRs, 2 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 26.0
119	F & & F & &	± 8 3 4	<u> </u>	1 2 2 X	FÓZ	FÓZ	FÓZ	FÓZ	E Q

		e Tarana							
Release. Note: Between Packaging and Commitment of IMA 26.0, 2 candidates were removed from the list due to lack of capacity in the release.	There was 1 Regulatory CR, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 27.0 Release.	There was I Regulatory CR, 0 CLEC originated CRs and 1 Qwest originated CRs (same CR as the Regulatory CR) on the candidate list for the IMA 28.0 Release.	There were 0 Regulatory CRs, 1 CLEC originated CR and 1 Qwest originated CRs on the candidate list for the IMA 29.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 30.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 Qwest originated CRs on the candidate list for the IMA 31.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 CenturyLink originated CRs on the candidate list for the IMA 32.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 CenturyLink originated CRs on the candidate list for the IMA 33.0 Release.	There were 0 Regulatory CRs, 1 CLEC originated CR and 1 CenturyLink originated CR on the candidate list for the IMA 34.0 Release.	There were 0 Regulatory CRs, 2 CLEC originated CRs and 6 CenturyLink originated CRs on the candidate list for the IMA 35.0 Release.
								-	

	There was 1 Regulatory CR, 1 CLEC originated CR and 1 CenturyLink originated CR on the candidate list for the IMA 36.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Century Link originated CRs on the candidate list for the IMA 37.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 3 CenturyLink originated CRs on the candidate list for the IMA 38.0 Release.	There are 0 Regulatory CRs, 0 CLEC originated CRs and 3 CenturyLink originated CRs on the candidate list for the IMA 39.0 Release.	It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 30, 2001, Qwest processed and closed 68 OSS
			-		
1					

	Date Process was Baselined by	Date Process was	Qwest's/CenturyLink's Record of Compliance	Supporting References	
	September 5, 2001 (Original)	October 1, 2001(Original)	Qwest/CenturyLink has complied with the revised process 161 months.	Supporting data can be found at: http://www.centurylink.com/wh	
	Meeting minutes that reflect that the Redesign Team reached	October 30, 2001	Between November 1, 2001 and March 31, 2015,	olesale/cmp/changerequest.html (Select CLEC-CenturyLink	
	agreement on this section of the	(Revised)	Qwest/CenturyLink processed 665 new OSS Interface CRs in accordance with the CLEC-	Change Request – Systems Interactive Reports.)	
	Management Process document		Qwest/CenturyLink OSS Interface Change Request		
	can be found at the following		Initiation Process. There are up to 9 CMP		
	URL: http://www.gwest.com/wholesal		2.) Post CR to Web; 3.) Contact CR Originator; 4.)		
	e/cmp/redesign.html (See		Hold Clarification Meeting; 5.) Send Initial		
	Meeting Minutes – CMP		Owest/CenturyLink Response; o.) Fost initial Owest/CenturyLink Response to Web: 7.) Present		
	Final Minutes, Page 4.)		CR; 8.) Send Final Qwest/CenturyLink Response, if		
			applicable, and 9.) Post Final Owest/CenturyLink		
	October 16, 2001 (Revised)		Response to Web, if applicable.		
	Meeting minutes that reflect that		For the time period specified above,		
	the Redesign Team agreed to		Qwest/CenturyLink is responsible for missing only		
	modify this section may be		12 milestones of a possible 5985 milestones that	٠	
	found at the following URL:		have occurred so far. This equates to an average		
-	http://www.qwest.com/wholesal		compliance rate of 99,80%.		Formatted: Not Highlight
	e/cmp/redesign.html (See				Formatted: Not Highlight
	Meeting Minutes – CMP		Following is a description of the missed milestones:		Formatted: Not Highlight
	Final Minutes Page 2)		1.) SCR012802-1 Milestone Missed: Initial		
	(Response Posted to Web Explanation: The initial		
_			response was sent to the CLEC on time, however, the		
			initial response was not posted to the web until the		
			following day. A process improvement was		
			implemented in April, 2002 to correct this		
_			deficiency.		
			2.) SCR012802-1 Milestone Missed: Final Response		
-			Issued: Explanation: The functionality originally		
			requested is not feasible. However, Qwest agreed to		
			conduct an ongoing analysis of issues identified by		
			the CLECs. Therefore, a final response has not been		

Assured and this CA has not occur closed. 3.) SCR012802-1 Milestone Missed: Final Response Posted to Web. Explanation: The	functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the CLECs.	Therefore, a final response has not been issued and this CR has not been closed.	4.) SCR012802-2 Milestone Missed: Initial Response Posted to Web Explanation: The initial	response was sent to the CLEC on time, however, the initial response was not posted to the web until	the following day. A process improvement was	implemented in April, 2002 to correct this deficiency.	5.) SCR062402-01 Milestone Missed: Initial	Response Explanation: The initial response was not posted to until the following day.	6.) SCR062402-01 Milestone Missed: Initial	Response Explanation Posted to Web: The initial response was not nosted until the following day	7.) SCR122002-01 Add UNE-P Centrex 21 to SATE.	Milestone Missed: Acknowledgement of CR. The	8) SCR122002-0 Add Service order inquiry status	(SOSI) to SATE. Milestone Missed:	Acknowledgement of CR. The acknowledgement	was missed by one day. 9.) SCR073003-01 IMA Add New IMA Reject	Reason "Requested Product Not Available"	Milestone Missed: Acknowledgement of CR was	if it should be processed as a systems or	Product/Process CR.	10.) SCKU /3003-01 IMA Add New IMA Keject Reason "Requested Product Not Available	"Milestone Missed: CR Posted to Web was missed	should be processed as a systems or P/P CR
							-									-							
													· <u>-</u> -										

Missed: Clarification meeting not held in required timeframe. 12.) SCR113011-11G ASOG 44 Industry Release/CORA and ASR. Milestone Missed: Acknowledgement of CR. The acknowledgement	was missed by three days. Correction: Qwest originally reported that it was responsible for missing 1 additional milestone. The milestone was missed because the CLEC did not show up for the clarification meeting so the meeting had to be rescheduled (see SCR120301-1).	Note: Discussions to clarify Qwest/CenturyLink originated OSS Interface CRs are generally held informally within Qwest/CenturyLink by the originator of the CR and the Qwest/CenturyLink Subject Matter Experts (SMEs) before the CR is even submitted to the CMP and meeting minutes are not prepared for such discussions. After the CR is formally submitted to the CMP, it is forwarded to Qwest/CenturyLink SMEs, who may clarify the CR (although that is usually not necessary, as clarification discussions have already been held before the CR is submitted to CMP). In general, the date that the CR is forwarded to the Qwest/CenturyLink SMEs is the date that is populated in the clarification meeting field in the CLEC-Qwest/CenturyLink Systems Interactive
Z 13 T 14 A	P.S.H.Z.O. A	

Decorat	Data Dronges was	Data Process was	Owast's/Centuryl ink's Record of Compliance	Supporting References
2000	Baselined by the	Implemented		5
6 3	Centember 5 2001	October 1	Owest/Century! ink has complied with the revised process	Supporting data can be found at:
Section 3.3	September 3, 2001	2001(0-1-1-1)	Carol Collins has complice that account process	http://www.centurylink.com/wh
CLEC Froduct/Frocess	(Original)	ZUUI(Original)	AUL LO7 HIGHIBS.	olesale/cmp/changerequest html
Change Kequest Initiation	N. 4	October 30, 3001	Detries Merchan 1 2001 and March 21 2015	(Select CI EC. Centuryl ink
rocess	reflect that the Dedector	(Revised)	Detween Internation 1, 2001 and infancial 11, 2013, Owest/Centuryl ink processed 266 new CLEC	Change Request - Product and
Owest implemented Section	Team reached agreement	(pagrant)	Product/Process CRs in accordance with the CLEC	Process Interactive Reports.)
5 3 as agreed to by the	on this section of the		Product/Process Change Request Initiation Process. There	•
Redesign Team	Owest Wholesale		are up to 9 CMP milestones for each CR 1.) Send	
	Change Management		Acknowledgement; 2.) Post CR to Web; 3.) Contact CR	
Owest implemented the	Process document can be		Originator; 4.) Hold Clarification Meeting; 5.) Send Initial	
process improvements that	found at the following		Qwest/CenturyLink Response; 6.) Post Initial	
were agreed to by the	URL		Qwest/CenturyLink Response to Web; 7.) Present CR; 8.)	
Redesign Team.	http://www.qwest.com/w		Send Final Qwest/CenturyLink Response, if applicable; and	
0	holesale/cmp/redesign.ht		9.) Post Final Owest/CenturyLink Response to Web, if	
	ml (See Meeting		applicable.	
	Minutes - CMP			
	Redesign Meeting		For the time period specified above, Qwest/CenturyLink is	
	September 5 Final		responsible for missing only 9 milestones out of a possible	
	Minutes, Page 4.)		2394 milestones that have occurred so far. This equates to	
			an average compliance rate of 99.62%.	
	October 16, 2001			
	(Revised)		Following is a description of the missed milestones:	
	Meeting minutes that		PC110201-2 Milestone Missed: Customer Confacted	
	reflect that the Redesign		Explanation: Employee was ill manager did not reassign CR	
	Team agreed to modify		to a backup employee. Missed milestone by 2 days.	
	this section may be			
	found at the following		PC110201-2 Milestone Missed: Clarification Meeting Held	
	URL:	-	Explanation: CRPM was ill, manager did not reassign CR to	
	http://www.qwest.com/w		a backup employee. Missed milestone by 13 days. It is not	
	holesale/cmp/redesign.ht		clear in the notes why the meeting was scheduled for 11/27.	
	ml (See Meeting		The CLEC was contacted on 11/12.	
	Minutes - CMP	-	PC120301-2 Milestone Missed: Clarification Meeting Held	
	Redesign Meeting		Explanation: The date that the clarification meeting should	
	October 16 Final		have been held conflicted with the monthly CMP meetings,	
	Minutes, Page 2.)		so the clarification meeting was held 2 days late.	

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p ,	P	p _l c		P
C1203014 Milestone Missed: Clarification Meeting He explanation: The date that the clarification meeting should ave been held conflicted with the monthly CMP meeting of the clarification meeting was held 2 days late.	PCI20301-5_Milestone Missed: Clarification Meeting He explanation: The date that the clarification meeting should ave been held conflicted with the monthly CMP meeting of the clarification meeting was held 4 days late.	PCI 10201-1_Milestone Missed: Clarification Meeting H explanation: The clarification meeting was held 3 days lat	PC062603-1_Milestone Missed: Send Acknowledgemen explanation: Acknowledgement was missed by 2 days.	PC042108-02 Milestone Missed: Clarification Meeting Held Explanation: Clarification meeting was not held with entire CLEC Community.
				: .
	PC1203014 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late.			

There is a greed to in a sagred to in the during the March April 1, 2002 (Original) Process for over 153 months and the revised process for over 147 months. Between April 1, 2002 and March April 12, 2002 (Revised) Redesign and the Redesign and	Process	Date Process was	Date Process was	Qwest's/CenturyLink's Record of Compliance	Supporting References
Qwest implemented the process of process for process for process as agreed to in concept during the March in the process as agreed to in concept during the March in the Chevised) Owest (Century Link has compiled with the original process for process for over 147 months. 19 CMP Redesign Meeting minutes that reflects in concept on this section of the Cywest Wholesale of the Cywest Wholesale of the Cywest Wholesale found at the following of the Cywest Wholesale found at the following hards are defined for the Cywest Wholesale found at the following hards are defined for the Cywest Wholesale found at the following hards and the following hards are defined for the cywest wholesale for that the Redesign Meeting Minutes. Page 10.) There are 6 CMP Notification from or redlined document, if required. I Level of disposition, 2.) Description of change 3.) Note that changes are effective immediately 4.) List no comment cycle and contact mail for CMP Manager 5.) Include web notification form or redlined document, if required. CMP Redesign Meeting Minutes, Page 10.) There are 11 CMP Notification Requirements for each Level 2 Change. Issue notice with the following 1.) Level 2 Change. Issue notice with the following 1.) Level 2 Change. Issue notice with the following 1.) Level 2 Change. Issue notice with the following 1.) Level 2 Change. Issue notice with the following 1.) Level 2 Change. Issue notice with the following 1.) Level 2 Change. Issue notice with the following 1.) Level 2 Change. Issue notice with the following 1.) Level 3 Change. It is required. So Link to Document the following web site, if required. So Link to Document Cycle timeframes 4.) Provide comment, if required, so Link the following 1.) Level 3 Change. Issue notice with the following 1.) Level 3 Change. Issue notice with the following 1.) Level 3 Change. Issue notice with the following 1.) Level 3 Change. Issue notice with the following 1.) Level		Baselined by the Redesign Team	Implemented		
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Meeting minutes that reflect that the Redesign (Revised) Meeting minutes that reflect that the Redesign reached agreement in concept on this section of the Owest Wholesale Changes in accordance with the Owest/CenturyLink reflect that the Redesign reached agreement in concept on this section of the Owest Wholesale Change Management of Change Managem	Product/Process Changes	concept during the March	April 22, 2002	process for over 123 months and increased process for over 147 months.	olesale/notices/cnla/ (Select
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Meeting minutes that reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Changes in accordance with the Qwest/CenturyLink ForductProcess Change Process Team reached agreement in concept of this section of the Qwest Wholesale Change Management Frocess document can be found at the following Intro-Iwawa queest.com/wh olesale/cmpiredesign.html ORU See Meeting Minutes April 16, 2002 (Revised Meeting minutes that There are 11 CMP Notification Requirements for each Level of disposition, 2.) Description of change 3.) Inst to CURF Redesign Meeting Meeting minutes that There are 11 CMP Notification Requirements for each Level of disposition, 2.) Description of change 3.) List of Comment of the proposed effective with the following: 1.) Level of disposition, 2.) Description of change 3.) List of Comment of the proposed effective date. 6.) Link to Document Review web site, if required, 3.) Include Meeting minutes that There are 11 CMP Notification Requirements for each Level of disposition, 2.) Description of change 3.) List of COLEC comment Review web site, if required, 3.) Include Meeting minutes that There are 11 CMP Notification Required. April 16, 2002 (Revised Meeting minutes that April 16, 2002 (Revised Meeting minutes, that There are 11 CMP Notification Requirements for each Level of disposition, 2.) Description of change 3.) List of comment of the proposed effective date. 6.) Link to Document Review web site, if required, 3.) Include Web notification form or redlined document; if required, See Meeting Minutes. CMP Redesign Meeting April 16 Draft Minutes, Note the proposed effective date, 6.) Link to Document April 16 Draft Minutes, Note the proposed effective date, 6.) Link to Document April 16 Draft Minutes, Note the proposed effective date, 6.) Link to Document April 16 Draft Minutes, Note the proposed effective date, 6.) Link to Document April 16 Draft Minutes, Note the proposed effective date, 6.) Link to Document April 16 Draft Minutes, Note the proposed effe	Owest implemented	Meeting.		Between April 1, 2002 and March 31, 2015,	Network-Tech Pubs)
Meeting minutes that reached agreement reached agreement in concept on this secking of the Qwest Wholesale Change Manager State of the Qwest Wholesale Change Meeting Minutes and Baselined) March 18 & 19 Final Change Meeting Minutes, Page 10. April 16, 2002 (Revised and Baselined) Meeting minutes that reflect that the Redesign Meeting more than the Redesign Meeting Minutes, Page 10. Meeting minutes that the Redesign Meeting minutes that reflect that the Redesign Meeting minutes that the Redesign Meeting Minutes, Page 10. Meeting minutes that the Redesign Meeting Minutes, Page 10. Meeting minutes that the Redesign Meeting minutes that the Redesign Meeting Minutes, Page 10. Meeting minutes that the Redesign Meeting Minutes, Page 10. CMP Redesign Meeting Minutes, Page 10. More the proposed effective date, 6.) Link to Document Review web site, if required, 3. Include we notification from or redlined document for each comment of the proposed effective date, 6.) Link to Document April 16. Dath Minutes, 1.) Post documentation on to the Document Review web site, if required, 3. Include we proposed effective date, 6.) Link to Document Page 10. There are 11 CMP Notification Requirements for each comment of the proposed effective date, 6.) Link to Document Page 10. There are 11 CMP Notification Requirements for each comment of the proposed effective date, 6.) Link to Document Review web site, if required, 3. Include we have the proposed effective date, 6.) Link to Document Review web site, if required, 3. Include we have the proposed effective date, 6.) Link to Document Review web site, if req	Section 5.4 as agreed to by			Qwest/CenturyLink submitted 3105 new Product/Process	
reflect that the Redesign reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Change Management Process document can be found at the following U.L. Include web notification form or redlined document, if required. 6.) Include web notification form or redlined document, if required. 6.) Include thistory log, if required. Obesale/cmp/redesign Meeting Minutes, Page 10.) March 18 & 19 Final April 16, 2002 (Revised Minutes, Page 10.) Meeting minutes that Team agreed to modify this section may be found at the following URL: There are 11 CMP Notification Requirements for each comment cycle and contact email for CMP Manager 5.) Include web notification form or redlined document, if required. 6.) Include history log, if required. April 16, 2002 (Revised Meeting minutes that Team agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section may be found at the following URL: Item agreed to modify this section the following URL: Item agreed to modify this section that the Rede	the Redesign Team.	Meeting minutes that		Changes in accordance with the Qwest/CenturyLink	Http://www.centurylink.com/wh
Team reached agreement There are 6 CMP Notification Requirements for each Change Management Process document can be Frocess document in the comment, if required. Interfact be so if include history log, if required. Interfact hat the following: 1.) From and Baselined) Meeting minutes that April 16, 2002 (Revised Meeting minutes that April 16, 2002 (Revised Meeting minutes that From and Baselined) Meeting minutes that From the Redesign From and Baselined) Meeting minutes that From and Baselined) Meeting minutes that From the Redesign From and Baselined) Meeting minutes that From the Redesign From and Baselined) Meeting minutes that From and Baselined) Meeting minutes that From the Redesign From and Baselined) Meeting minutes that From the Redesign From and Baselined) Meeting minutes that From the Redesign From and Baselined) Meeting minutes that From the Redesign From and Baselined, 7.) Post document, if required, 8.) Include Team agreed to modify this Section may be found at the From and Baselined) Meeting minutes that From the Proposed effective date, 6.) Lib in the Jouined to the Document Team agreed to modify this Section may		reflect that the Redesign		Product/Process Change Process.	olesale/cmp/changerequest.html
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Change Management Process document can be found at the following URL: http://www.qwest.com/wh olessale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting March 18 & 19 Final Minutes, Page 10.) April 16, 2002 (Revised and Baselined) Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wh olesale/cmp/redesign.html (See Meeting Minutes - CMP Redesign Meeting April 16 Draff Minutes, Page 7.)	were agreed to by the	of the Qwest Wholesale		Level 1 Change. Issue notice with the following: 1.)	Process Interactive Reports)
마하 바 라 마 마 마 마 마 마 마 마 마 마 마 마 마 마 마 마 마 마	Redesign Team.	Change Management		Level of disposition, 2.) Description of change 3.) Note	
다 하 하 라 다 다 다 다 다 다 다 다 다 다 다 다 다 다 다 다		Process document can be		that changes are effective immediately 4.) List no	
라 다 마 다 다 다 다 다 다 다 다 다 다 다 다 다 다 다 다 다		found at the following		comment cycle and contact email for CMP Manager 5.)	
다 다 다 마 마 마 마 마 마 마 마 마 마 마 마 마 마 마 마 마		URL:		Include web notification form or redlined document, if	
마바 다 Pi		http://www.qwest.com/wh		required. 6.) Include history log, if required.	
his lift the		olesale/cmp/redesign.html			
his li li li		(See Meeting Minutes –		There are 11 CMP Notification Requirements for each	
his la	-	CMP Redesign Meeting		Level 2 Change. Issue notice with the following: 1.)	
his the later than th		March 18 & 19 Final		Level of disposition, 2.) Description of change 3.) List of	
the the large to t		Minutes, Page 10.)		comment cycle timeframes 4.) Provide comment URL 5.)	
the the later than th		•		Note the proposed effective date, 6.) Link to Document	
his the		April 16, 2002 (Revised		Review web site, if required; 7.) Post documentation on	
this the line line line line line line line lin		and Baselined)		to the Document Review web site, if required; 8.) Include	
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modify this found at the st. com/wh esign.html inutes – Meeting Afinutes,		reflect that the Redesign		CLEC comments, if applicable. 11.) Final notification, if	
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st com/wh ssign.hml inutes Meeting Ainutes,		section may be found at the			
ssign.html inutes Meeting Ainutes,		following URL:		There are 11 CMP Notification Requirements for each	
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Minutes,		CMP Redesign Meeting		Note the proposed effective date, 6.) Link to Document	
				Review web site, if required; 7.) Post documentation on	
		Page 7.)		to the Document Review web site, if required; 8.) Include	

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web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.	There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest/CenturyLink Response; 6.) Post Initial Qwest/CenturyLink Response to Web; 7.) Present CR; 8.) Send Final Qwest/CenturyLink	Response, if applicable; and 9.) Post Final Qwest/CenturyLink Response to Web, if applicable. In addition there are 11 CMP Notification Requirements. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review	web site, it required, 1. J Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.	For the time period specified above, Qwest/CenturyLink initiated 1757 Level 1 changes, 700 Level 2 changes, 462 Level 3 changes, and 186 Level 4 changes via the notification process.	Owest/CenturyLink initiated 244 Level 4 Product/Process CRs during this time period and is responsible for missing 2 Level 4-CR milestones out of a possible 2196 milestones that have occurred so far. This equates to an average compliance rate of 99.91%.	Qwest/CenturyLink is responsible for missing only 59 Level 1-4 CMP Notification Requirements out of a possible 24326 that have occurred so far. This equates to an average compliance rate of 99.76%.	
web notifica 9.) Include h CLEC comn	There are 9 (Request Cha to Web; 3.) (Meeting; 5.) 6.) Post Initi Present CR;	Response, if Qwest/Centu addition ther Issue notice 2.) Descripti timeframes 4 proposed eff	web site, it reported to the control of the control of the control of the comments, it is not the comments.	For the time period initiated 1757 Level Level 3 changes, an notification process.	Qwest/Centu CRs during t missing 2 Le milestones th average com	Qwest/Centu Level 1-4 CN possible 2435 an average co	: :

milestones: 1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error 2.) PC101802-2IG Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error.	Following is a description of the missed notification milestones: 1.) Notification number: PROS.04.03.02.F.00415.Billing_Output. No level. 2.) Notification number: PROS.04.03.02.F.00415.Billing_Output. No comment cycle explanation. 3.) Notification number: PROS.04.04.02.F/00418.Service_Managers. No level PROS.04.04.02.F/00418.Service_Managers. No comment cycle explanation. 4.) Notification number: TRNG.04.23.02.F.02166.May_TRNG_Schedule. No level 5.) Notification number: TRNG.04.23.02.F.02166.May_TRNG_Schedule. No comment cycle explanation 6.) Notification number: TRNG.04.23.02.F.02167.2Q02_Update. No level 7.) Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No comment cycle explanation. 8.) Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No comment cycle explanation. 8.) Notification number: TRNG.04.03.02.F.02167.2Q02_Update. No comments. 9.) Notification number: PROD.06.25.03.F.0340.Resale_General_V26. Notification number: PROD.06.25.03.F.03440.Resale_General_V26. Notification number: This miss was inadvertently left off of the 2Q03 report.

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Notifications not sent prior to actual effective date. 12.) Notification number:	PROD 11.17.03.F.1071.GrandparentMS_NE_IA. Notifications not sent prior to actual effective date.	mber:	PROD.01.00.04.F.01225.FCA1_Optates 1401110ation not sent prior to actual effective date.	mber:	PROS.12.05.03.F.01131.ProvisioningV29. Notifications	not sent prior to actual effective date. NOTE: This	accounts for two misses – Initial and Final.	mber:	PROS.03.31.04.F.01528.PCAT_Updates. Notification	not sent prior to actual effective date.	mber:	PROS.07.28.04.F.01932.InterceptCLEC_CustCall.	Notification not sent prior to actual effective date.	umber:	NETW.03.09.06.F.03763.Tech_Pub_77368_Issue	Notification not sent prior to actual effective date.	umber:	NETW.04.04.06.F.03829.RG47-0005_TechPub_77350	Notification not sent prior to actual effective date.	umber:	TRNG.04.07.06.F.03830.LocalQ101WBT Notification	not sent to all customers prior to actual effective date.	mbers:)4031.Qsearch_SVC_V9 and	PROD.07.12.06.F.04064.FNL_Qsearch_SVC_V9.	Notifications not sent in required time prior to actual	effective date. NOTE: This accounts for two misses =		imbers:	PROD.09.19.06.F.04193.Line_Info_Database_V5 and	PROD.10.16.06.F.04247.FNL_Line_Info_databaseV5.	Notifications not sent in required time prior to actual	effective date. NOTE: This accounts for two misses -	
Notifications not sent prival 12.) Notification number	O.11.17.03.F.1 ications not se	13.) Notification number:	J.O.I.UO.U4.F.U. int prior to act	14.) Notification number	3.12.05.03.F.0	ant prior to act	nts for two m	15.) Notification number:	3.03.31.04.F.0	ant prior to act	16.) Notification number:	3.07.28.04.F.0	ication not ser	17.) Notification number:	N.03.09.06.F.	ication not ser	18.) Notification number:	N.04.04.06.F.	ication not ser	 Notification number: 	3.04.07.06.F.(ant to all custo	20.) Notification numbers:	O.06.23.06.F.(J.07.12.06.F.(ications not se	ive date. NOT	Initial and Final.	21.) Notification numbers:	5.09.19.06.F.C	O.10.16.06.F.(ications not se	ive date. NOT	Initial and Final.
Notifi 12.) N	PROL	13.) N	not se	14.) N	PROS	not se	accon	15.) N	PROS	not se	16.) N	PROS	Notifi	17.)	NETV	Notifi	18.)]	NET	Notifi	19.)	TRN	not se	20.) N	PROL	PROL	Notifi	effect	Initial	21.) N	PROF	PRO	Notifi	effect	Initial
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-		4.41					_																											

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PROD 10 02 06 F 04166 Collocation Gen Info V64.	Notification not sent prior to actual effective date.	23.) Notification numbers: NETW.10.15.07.F.04906.Tech_Pub_77371_Cmmd_Link	and NETW.11.14.07.F.05043.FNL_TP_77371_Cmmd_Link. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and	PROS 01.08.08 F.05140. Comp_Resp_Comp_Inqv21 and PROS 01.24.08 F.05169.FNL Comp_Resp_Comp_Inqv21 and PROS 01.24.08 F.05169.FNL Comp_Resp_Comp_Inqv	21 Notifications not sent in required tune prior to effective date. NOTE: This accounts for two misses—	Initial and Final. 25.) Notification number: DD OTH OF 20 OR ED 64400 Recale Features V9	Notification not sent prior to actual effective date.	26.) Notification numbers: PROS.05.19.08.F.05380.LoopQual_RLD_CLEC_JobAid	and PROS.06.18.08.F.05422.FNL_LoopQual_RLD_CLEC_ Aid Norifications not sent in required time prior to	effective date. NOTE: This accounts for two misses—	unida and r man. 27.) Notification numbers: PROD.09.25.08.F.05587.Grandfhr_Elimnat_ND_USOCs	and PROD.10.25.08.F.05667.FNL_Grnd_Elim_ND_USOCs. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and	Final. 28.) Notification number: WEBS.01.07.08.F.05932.WhIsICalendarURLRedirect. Notification not sent prior to actual effective date.	29.) Notification number: TRNG.02.25.09.F.06101.QORAGUIWBTUpdated. Notification not sent prior to actual effective date.	30.) Notification number: PROD.FEAT.06.02.09.F.06443.Resale_FtrsV11.
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Notification not sent prior to actual effective date.	31.) Notification numbers:	PROS.COLL.08.17.09.F.06793.DC_Power_Rate_QuoteP	roc and	PROS. COLL. 09.04.09. F. 06893. FNL_DC_Pwr_Rate_Qu	oteProc. Notifications not sent in required time prior to	effective date. NOTE: This accounts for two misses -	Initial and Final.	32.) Notification numbers:	PROD REST 08 28 09 F 06836 Resale Centrey 21V31a	and the control of th	DII	PROD.RESL.09.21.09.F.06936.FNL_Resale_Centrex21_	V31. Notifications not sent in required time prior to	effective date. NOTE: This accounts for two misses –	Initial and Final	22 Metification	55.) INOUNICATION MUMBER.	PROD.FEAT.01.21.10.F.07455.ResaleFeaturesV27.	Notification not sent prior to actual effective date.	34.) Notification numbers:	PROS CNTS 02 19 10 F 07422 CustomerConfacts V97	Direction	PROS.CNTS.03.11.10.F.07627.FNL_CMP_CustContacts	V97. Notifications not sent in required time prior to	effective date. NOTE: This accounts for two misses -	Initial and Final	35) Notification number:	TRNG ANNC 04 20 10 F 07752 TMA GITT R27 0 WB	Tilludid Notification not sent to all customers prior to	actual effective date	26) Motification number:	30) INULINICATION MUNICEL.	PROD.RESL.07.09.10.F.07975.Resale_Promotions_FAQ	Notification not sent in required time prior to actual	effective date.	37.) Notification numbers:	PROD.FEAT.11.29.10.F.08582.AIN Feat Update Cente	rand	PROD.FEAT.12.16.10.F.08657.FNL AIN Feat Update	Cent. Notifications not sent in required time prior to	effective date. NOTE: This accounts for two misses –	Initial and Final

38.) Notification number: PROD.INTE.12.08.11.F.09642.FNL_UBL_General_V97 Rev. Final notification not sent in required time prior to effective date.	39.) Notification numbers: PROS.PROV.04.16.12.F.10084.Prov_Instl_V142_AZ_S pec and PROS.PROV.05.03.12.F.10127.FNL_Prov_Instl_V142_AZ_Sp. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses – Initial and Final.	40.) Notification number: PROD.RESL.09.19.12.F.10526.FNLRsl_PRI_ISDN_V4 2RESEND. Final notification not sent in required time prior to effective date.	41.) Notification number: PROS.CNTS.09.19.12.F.10525.CustomerContactsUPDA TE. Initial Level 2 notification not sent in required time prior to effective date.	42.) Notification number: PROD.FEAT.09.11.12.F.10501.EliminateCall_Queuing. Initial Level 2 notification not sent in required time prior to effective date.	43.) Notification number: PROD.COLL.02.01.13.F.10842.Collocation_Gen_V89 Notification not sent prior to actual effective date.	44.) Notification number: PROD.COLL.04.23.13.F.11047.Collocation_Gen_V90 Notification not sent prior to actual effective date.	45.) Notification number: NETW TECH.06.10.13.F.11213.TP_77385_Iss_J Disposition Level (of Level 4) not included on Initial Notification.
			-				

46.) Notification number: NETW.TECH.12.13.13.13.F.11851.Remove_TP_77354_Iss G Initial Level 4 notification not sent to correct target audience.	PROS.MISC.11.17.14.F.12953.FNL_2014_Holiday_Hours Final notification not sent in required time prior to effective date.	Note: Through the CMP, a CMP CR was issued to change Qwest/CenturyLink's process for redlining and green highlighting (PC100102-1CM was voted on by the CLEC community on December 18, 2002 and the CMP Document was revised on January 6, 2003). This process changed the associated milestones. Qwest/CenturyLink is 100% compliant with the new milestones.	Note: For Qwest/CenturyLink -originated Product and Process CRs, the CMP framework does not require clarification meetings to be held, but Qwest/CenturyLink has included this as a CMP milestone. Discussions to clarify Qwest/CenturyLink -originated Product or Process CRs are generally held informally within Qwest/CenturyLink by the originator of the CR and	Owest/CenturyLink Subject Matter Experts (SMEs) before the CR is even submitted to the CMP, and meeting minutes are not prepared for such discussions. After the CR is formally submitted to CMP, Owest/CenturyLink SMEs may, but generally do not, clarify the CR. In addition Owest/CenturyLink senerally tholds meetings	with the CR originator after submission of the CR to CMP to discuss such matters as the CMP requirements related to the CR. In general, this is the meeting date that is populated in the clarification meeting field in the CLEC-Qwest/CenturyLink Product-Process Interactive Report.

Section 5.5 Postponement Neeting minutes that reflect that the Redesign Team S.5 as agreed to by the section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design.html (see CMP Re-Design.	reflect m this this csale/c CMP	of Compliance This process has been in place for over 152 months. During this time, the Postponement Process has been invoked two times. The first postponement request was associated with CR PC012009-1; Qwest subsequently retracted the Level 4 notification. No further action was required.	
ction		This process has been in place for over 152 months. During this time, the Postponement Process has been invoked two times. The first postponement request was associated with CR PC012009-1; Qwest subsequently retracted the Level 4 notification. No further action was required.	
ction	reflect m this d at the csale/c CMP	for over 152 months. During this time, the Postponement Process has been invoked two times. The first postponement request was associated with CR PC012009-1; Qwest subsequently retracted the Level 4 notification. No further action was required.	
ction	reflect m this d at the csale/c CMP	time, the Postponement Process has been invoked two times. The first postponement request was associated with CR PC012009-1; Qwest subsequently retracted the Level 4 notification. No further action was required.	
ction	this d at the esale/c CMP	has been invoked two times. The first postponement request was associated with CR PC012009-1; Qwest subsequently retracted the Level 4 notification. No further action was required.	
	this d at the esale/c CMP	The first postponement request was associated with CR PC012009-1; Qwest subsequently retracted the Level 4 notification. No further action was required.	
	d at the esale/c	The first postponement request was associated with CR PC012009-1; Qwest subsequently retracted the Level 4 notification. No further action was required.	
	d at the lesale/c CMP	was associated with CR PC012009-1; Qwest subsequently retracted the Level 4 notification. No further action was required.	
Management Process document can be found at following URL: http://qwest.com/wholesal mp/redesign.html (see CM Re-Design Meeting Minu for June 5-6)	d at the lesale/c CMP	PC012009-1; Qwest subsequently retracted the Level 4 notification. No further action was required.	
document can be found at following URL: http://qwest.com/wholesalmp/redesign.html (see CM Re-Design Meeting Minu for June 5-6)	d at the lesale/c CMP	subsequently retracted the Level 4 notification. No further action was required.	
following URL: http://qwest.com/wholesal mp/redesign.html (sec CM Re-Design Meeting Minu for June 5-6)	esale/c CMP	4 notification. No further action was required.	
http://qwest.com/wholesal.mp/redesign.html (see CM Re-Design Meeting Minufor June 5-6)	tesale/c CMP	was required.	
mp/redesign.html (see CM Re-Design Meeting Minur for June 5-6)	CMP		
Re-Design Meeting Minur for June 5-6)			
for June 5-6)	Ainutes	The second postponement	
		request was associated with Web	
		notice number	-
		WEBS.ANNC.05.22.14.F.12382.	
		Final Resp_CommentsWebDB	
		M and the timetable associated	
		with Product notification number	
		PROD.MISC.05.01.14.F.12323.	
-		Access_to_911_E911_V30CR.	
		CenturyLink granted the	
		postponement request to the	
		requesting CLEC; no other	
		Wholesale customers requested	
		to join the postponement request.	

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 6	October 16, 2001	November, 2001	Owest/CenturyLink has complied with the	The current view of Qwest's OSS
OSS Interface Release		-	improved OSS Interface Release Calendar for 160	Interface Release Calendar can be
Calendar	Meeting minutes that reflect that the Redesign Team reached		months.	found at the following URL:
Qwest implemented Section	agreement on this section of the		The previous Calendar already provided OSS	esale/cmp/osscalendar.html.
6 as agreed to by the	Owest Wholesale Change		Release information but was improved with the	
iversign toam.	can be found at the following		inclusion of additional customer facing system	
	URL:			
	http://www.qwest.com/wholesal		The revised OSS Interface Release Calendar was	
	e/cmp/redesign.html (See		posted on the web in November 2001. Quarterly	
	Meeting Minutes – CMP		updates were posted on the web in January 2002,	
	Redesign Meeting October 16		April 2002, July 2002, October 2002, January	
	Final Minutes, Page 3.)		2003, April 2003, July 2003, September 2003,	
			December 2003, January 2004, April 2004, July	
			2004, October 2004, December 2004, March 2005,	
	-		June 2005, September 2005, December 2005,	
			March 2006, April 2006, July 2006, October 2006,	
			January 2007, March 2007, July 2007, October	
			2007, January 2008, April 2008, September 2008,	
			December 2008, January 2009, April 2009,	
			September 2009, November 2009, January 2010,	
			March 2010, May 2010, June 2010, September	
			2010, October 2010, December 2010, January	
			2011, February 2011, May 2011, September 2011,	
			November 2011, February 2012, March 2012,	
			April 2012, May 2012, July 2012, August 2012,	
			October 2012, January 2013, March 2013, April	
			2013, May 2013, July 2013, August 2013,	
			October 2013, December 2013, January 2014,	
			February 2014, March 2014, May 2014, June	
			2014, July 2014, November 2014, and January	
			2015.	

Section 7 Interface Introduction of a New OSS Interface Interface Introduction of a New Application to Application Interface I	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following	Implemented November, 2001	Computance	
-	, 2001 untes that reflect that 1 Team reached in this section of the esale Change t Process document 1 at the following	November, 2001		
	utes that reflect that 1 Team reached n this section of the esale Change t Process document I at the following		Qwest introduced a new OSS Intertace	
	utes that reflect that a Team reached in this section of the esale Change t Process document at the following		QORA (ASR Pre-Order via XML) on	
	or Team reached in this section of the esale Change t Process document at the following		October 29, 2003. There are 8 CMP	
	n this section of the esale Change t Process document 1 at the following		milestones for the introduction of a new	
	esale Change t Process document I at the following		OSS Interface: 1.) Release Notification; 2.)	
	t Process document I at the following		CLEC Comments and Qwest Response; 3.)	
	l at the following		Implementation Plan review meeting; 4)	
	0		Draft Technical Specifications issued; 5.)	
http://www.q e/cmp/redesig Meeting Min Redesign Me Final Minutes			Walk through of Draft Technical	
e/cmp/redesig Meeting Minn Redesign Me Final Minutes	http://www.gwest.com/wholesal		Specifications; 6.) CLEC Comments and	
Necting Min Redesign Mer Final Minutes	ion html (See		Owest Response; 7.) Final Technical	
Final Minutes	To CMP		Specifications: and 8.) Release into	
Final Minutes	ion Meeting November 1		Production Owest was 100% in	
	coming recomment		compliance with all milestones.	
	3, 1 ago 11.)			
			Owest introduced a new OSS Interface	
			(XMI. Interface for IMA EDI) on October	
			16 2006 There are 8 CMP milestones for	
			the introduction of a new OSS Interface:	
			1) Release Notification: 2) CLEC	
			Comments and Owest Response:	
			A T T T T T T T T T T T T T T T T T T T	
			3.) Implementation Plan review meeting,	
			4) Draft Lechnical Specifications Issued,	
			5.) Walk through of Draft Technical	_
			Specifications; 6.) CLEC Comments and	
			Qwest Response; 7.) Final Technical	
-			Specifications; and 8.) Release into	
	-		Production. Owest was 100% in	
			compliance with all milestones.	
			Owest introduced a new OSS Interface	
			CTG which is a replacement for	
			MEDIACC/CEMR) on December 16, 2008.	
			In Anril 2009, the CR was moved to a	
			Deferred status. In December 2010, Owest	
	•		moved the CR back to a Development status	
			and changed the name from CTG to MTG.	

There are 8 CMP milestones for the introduction of a new OSS Interface: 1.)	Release Notification; 2.) CLEC Comments	and Qwest Response; 3.) Implementation	Plan review meeting, 4) Draft Technical	Specifications issued; 5.) Walk through of	Draft Technical Specifications; 6.) CLEC	Comments and Qwest Response; 7.) Final	Technical Specifications; and 8.) Release	into Production. Qwest/CenturyLink was	100% in compliance with all milestones.	The MTG interface became available in all	states except Minnesota on February 13,	2012. It was available in Minnesota	6, 2012.	
There are 8 CMP introduction of a	Release Notificat	and Qwest Respo	Plan review meet	Specifications iss	Draft Technical S	Comments and Q	Technical Specifi	into Production.	100% in compliar	The MTG interface	states except Min	2012. It was avai	effective August 6, 2012.	
							-							

k's Record of Supporting References	\dagger	Owest introduced a new GUI (FORCAST) on Supporting data can be found at	http://www.centurylink.com/wh	There are 6 CMP milestones for the introduction olesale/notices/cnla/ See Release	_	Draft Release Notes, 3.) Interface Overview; 4.)	Qwest Response; 5.)	Final Notification; and 6.) Deployment. Qwest	Impliance with these	•		w GUI (QORA) on		There are 6 CMP milestones for the introduction	of a new GUI: 1.) Release Notification; 2.) Issue	Draft Release Notes, 3.) Interface Overview; 4.)	Owest Response; 5.)	Final Notification; and 6.) Deployment. Owest	impliance with these		w Interface (QORA -	2005.	There are 6 CMP milestones for the introduction	of a new GUI: 1.) Release Notification; 2.) Issue	Draft Release Notes, 3.) Interface Overview; 4.)	Qwest Response; 5.)	Final Notification; and 6.) Deployment. Owest	impliance with these		of possiposm som III	Ol was mounted to	Interface With the new application to application	Interface M1G effective on February 13, 2012.	The interface was named Comments of 110.	CENTRAIN Was not much as a new con	Was alleany III caisteine
Date Process was Qwest's/CenturyLink's Record of		November, 2001 Qwest introduced a ne	Maicii 8, 2002.	There are 6 CMP mile	of a new GUI: 1.) Rele	Draft Release Notes, 3	CLEC Comments and Qwest Response; 5.)	Final Notification; and	demonstrated 100% compliance with these	milestones.		Qwest introduced a new GUI (QORA) on	November 3, 2003.	There are 6 CMP miles	of a new GUI: 1.) Rele	Draft Release Notes, 3	CLEC Comments and Qwest Response; 5.)	Final Notification; and	demonstrated 100% compliance with these	milestones.	Qwest introduced a new Interface (QORA -	UOM) on October 10, 2005.	There are 6 CMP miles	of a new GUI: 1.) Rele	Draft Release Notes, 3	CLEC Comments and Qwest Response; 5.)	Final Notification; and	demonstrated 100% compliance with these	milestones.	NOTE: The CENT CITY was modified to	NOIE: THE CEIMING	interface with the new	intertace M I G effectiv	The interface was named CEINIX-MILO	CEMIN-MIN Was not	SINCE THE THRESTONATION WAS ALLEADY IN CAINCE
aselined by	E	November 1, 2001 No	Mosting minutes that reflect that	the Redesign Team reached	agreement on this section of the	Owest Wholesale Change	Management Process document	can be found at the following	URL	http://www.gwest.com/wholesale/	cmp/redesign.html (See Meeting	Minutes - CMP Redesign	Meeting November 1 Final	Minutes, Page 11.)																						
Process		Section 7.2	Introduction of a New GUI	Owest implemented Section	7 as agreed to by the	Redesign Team.					-																						٠			

Process	Date Process was Baselined by the Redesign Team	Date Process was	Qwest's/CenturyLink's Record of Compliance	Supporting References	
Section 8.0 Change to Existing	November 1, 2001	See Qwest's/ CenturyLink's Record	Owest agreed to implement no more than 3 major IMA releases and 3 IMA noint releases within a	Supporting data can be found at	
OSS Interfaces	Meeting minutes that reflect	of Compliance	calendar year. Qwest/CenturyLink has complied with	http://www.centurylink.com/wh	
Owest implemented	that the Redesign Team reached agreement on this section of the	column.	this process for over 13 years.	olesale/notices/cnla/ See Release	-
Section 8.0 as agreed	Owest Wholesale Change		In 2001, Qwest implemented 2 major and 3 point	routes.	
to by the Kedesign Team.	Management Process document can be found at the following		releases. In 2002, Qwest implemented 3 major and 2 point releases.		
	URL: http://www.qwest.com/wholesa		Qwest/CenturyLink agreed to support the previous		
	le/cmp/redesign.html (See Meeting Minutes – CMP		major IMA release for 6 months after the subsequent		
	Redesign Meeting November 1 Final Minutes,		release has been implemented. Qwest/CenturyLink has complied with this process for over 12 years.		
	Page 8.		IMA Release 6 () was immlemented December 8 2000		
			and IMA Release 5.0 was retired June 8, 2001.		
			IMA Release 7.0 was implemented April 22, 2001		
			and IMA Release 6.0 was retired December 7, 2001. (Qwest exceeded its commitment to the CLECs.)		
			IMA Bolomo 0 0 cm classical Average of the state of the s		
			and IMA Release 7.0 was implemented August 18, 2001		
			(Qwest exceeded its commitment to the CLECs.)		
			IMA Release 9.0 was implemented February 25, 2002 and IMA Release 8.0 was retired October 18, 2002		
			(Qwest exceeded its commitment to the CLECs.)		
			IMA Release 10.0 was implemented June 17, 2002		
			2002. (Qwest exceeded its commitment to the		
-			CLECs.)		
			IMA Release 11.0 was implemented November 18,		
			2002. IMA Release 10.0 was retired on July 18, 2003. IMA Release 12.0 was implemented April 7, 2003		

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and IMA Release 11.0 was retired on November 7, 2003. IMA 12.0 was retired March 20, 2004. IMA	Release 13.0 was implemented August 4, 2003.	(west agreed, except in one instance which tollowed the Exception Process that major IMA releases should	occur no less than 3 months apart. Qwest has	complied with this process for over 2 years. (See	OWFST issued CR# SCR010203-01EX Exception	request to change the IMA 13.0 Timeline. This	change was voted on and unanimously approved.	IMA Release 14 0 was implemented December 8	2003 and IMA 13.0 was retired on August 4, 2004.		IMA Release 15.0 was implemented April 19, 2004	and IMA 14.0 was retired on December 12, 2004.	IMA 16.0 was implemented October 18, 2004 and	IMA 15.0 was retired on April 11, 2005.	IMA 17.0 was implemented April 11, 2005 and IMA	16.0 was retired on December 10, 2005.	IMA 18.0 was implemented October 17, 2005 and	IMA 17.0 was retired on June 10, 2006.	IMA 19.0 was implemented on April 10, 2006 and	IMA 18.0 was retired on October 10, 2006.	IMA 20.0 was implemented on October 16, 2006 and	IMA 19.0 was retired on October 27, 2007.	MA 21.0 was implemented on May 21, 2007 and	IMA 20.0 was retired on November 14, 2007.	IMA 22.0 was implemented on November 12, 2007.	IMA 22.1 was implemented on February 3, 2008 and	IMA 21.0 was retired on May 12, 2008.	IMA 23.0 was implemented on April 21, 2008 and IMA 22 0/22 1 was retired on October 21, 2008.
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7	-	and 19.	70	덛	and	7	and	Ð	7		and	
,	IMA 25.0 was implemented on April 20, 2009 and IMA 24.0 was retired on October 20, 2009.	IMA 26.0 was implemented on October 19, 2009 and IMA 26.1 was implemented on December 14, 2009. IMA 25.0 was retired on April 19, 2010.	IMA 27.0 was implemented on April 19, 2010 and IMA 26.0 was retired on October 16, 2010.	IMA 28.0 was implemented on August 2, 2010 and IMA 27.0 was retired on January 29, 2011.	IMA 29.0 was implemented on October 25, 2010 and IMA 28.0 was retired on April 23, 2011.	IMA 30.0 was implemented on April 18, 2011 and IMA 29.0 was retired on October 15, 2011.	IMA 31.0 was implemented on October 17, 2011 and IMA 30.0 was retired on April 14, 2012.	IMA 32.0 was implemented on April 23, 2012 and IMA 31.0 was retired on October 20, 2012.	IMA 33.0 was implemented on December 10, 2012 and IMA 32.0 was retired on June 8, 2013.	IMA 34.0 was implemented on May 20, 2013 and IMA 33.0 was retired on November 16, 2013.	IMA 35.0 was implemented on October 28, 2013 and IMA 34.0 was retired on April 26, 2014.	IMA 36.0 was implemented on April 28, 2014 and
.606	200, 2	ber 19 mber 310.	2010.	ıst 2, 2 2011.	ber 25 011.	2011.	ber 17	23, 2(mber 2013.	20, 20 16, 20	ber 28.	IMA 36.0 was implemented on April 28, 20
20, 20	ı April ber 20,	1 Octo 1 Dece 19, 20	ı April ber 16,	ı Augu ıry 29,	1 Octo 23, 20	n April ber 15,	1 Octo	ı April ber 20,	ı Dece une 8,	n May mber	1 Octo 26, 20	ı April
April	nted or 1 Octo	nted or nted or 1 April	nted or 1 Octo	nted or Janu	nted o	nted or 1 Octo	nted or April	nted or 1 Octo	nted or	nted or Nove	nted or April	nted or
ipicane tired or	ıpleme tired о	pleme pleme tired or	pleme tired or	ipleme tired or	ipleme tired or	ipleme iired oi	pleme ired or	pleme ired or	pleme s retire	pleme ired or	pleme ired or	pleme
was iiii was rei	was im was rel	was im was im was rel	was im was ret	was im was rei	was im was ret	was im was ret	was im was ref	was im was ret	was im 2.0 wa	was im was ret	was im was ret	was im
IMA 23.0 was nithenened on October 20, 2000 and IMA 23.0 was retired on April 20, 2009.	IMA 25.0 was implemented on April 20, 20 IMA 24.0 was retired on October 20, 2009.	IMA 26.0 was implemented on October IMA 26.1 was implemented on Decemb IMA 25.0 was retired on April 19, 2010.	IMA 27.0 was implemented on April 19, 26 IMA 26.0 was retired on October 16, 2010.	IMA 28.0 was implemented on August 2, 2 IMA 27.0 was retired on January 29, 2011.	IMA 29.0 was implemented on October IMA 28.0 was retired on April 23, 2011.	IMA 30.0 was implemented on April 18, 20 IMA 29.0 was retired on October 15, 2011.	IMA 31.0 was implemented on October IMA 30.0 was retired on April 14, 2012.	IMA 32.0 was implemented on April 23, 20 IMA 31.0 was retired on October 20, 2012.	IMA 33.0 was implemented on December and IMA 32.0 was retired on June 8, 2013.	IMA 34.0 was implemented on May 20, 2013 IMA 33.0 was retired on November 16, 2013	IMA 35.0 was implemented on October IMA 34.0 was retired on April 26, 2014.	36.0
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IMA 37.0 was implemented on October 20, 2014 an	IMA 36.0 will be retired on April 18, 2015.

November, 2001 Owest/CenturyLink introduced Changes to an Existing OSS Interface – Application to Application Application to Application Application Application Application Application A	Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Meeting minutes that reflect that MA 10 0 on April 4, 2003, IMA 11.0 on November 18, 2002, IMA 13.0 on April 2, 2003, IMA 13.0 on April 10, 2004, IMA 13.0 on October 18, 2003, IMA 13.0 on October 18, 2004, IMA 19.0 on April 10, 2004, IMA 18.0 on October 17, 2005, IMA 21.0 on April 10, 2006, IMA 22.0 on October 17, 2005, IMA 22.0 on October 16, 2006, IMA 21.0 on April 10, 2006, IMA 22.0 on October 16, 2006, IMA 22.0 on April 21, 2007, IMA 22.0 on November 12, 2007, IMA 22.0 on April 21, 2007, IMA 22.0 on October 20, 2008, IMA 22.0 on April 21, 2007, IMA 23.0 on April 21, 2008, IMA 24.0 on October 20, 2008, IMA 25.0 on April 20, 2009, IMA 26.0 on October 10, 2009, IMA 26.0 on October 10, 2009, IMA 26.0 on April 20, 2009, IMA 30.0 on April 30, 2010, IMA 30.0 on October 10, 2001, IMA 31.0 on May 20, 2010, IMA 33.0 on October 20, 2010, IMA 33.0 on October 20, 2010, IMA 33.0 on October 20, 2013, IMA 33.0 on October 20, 2014, and IMA 37.0 on October 20, 201	Section 8.1 Application to	November 1, 2001	November, 2001	Qwest/CenturyLink introduced Changes to an Existing OSS Interface – Application to Application Interface for	Supporting data can be found at the following
April 19, 2004, IMA 14, 0 on December 4, 2003, IMA 15 0 on Qwest Wholesale Change Management of this section of the Change Management Process document Management Process document To don April 10, 2006, IMA 16, 0 on October 18, 2004, IMA 10, 0 on April 10, 2006, IMA 20, 0 on Cetober 17, 2005, IMA 21, 0 on May 21. 2007, IMA 22, 0 on Cetober 16, 2006, IMA 21, 0 on May 21. 2007, IMA 22, 0 on Cetober 16, 2006, IMA 21, 0 on May 21. 2007, IMA 22, 0 on Meeting Meeting Meeting November 1 Final Minutes, Meeting November 1 Final Minutes, Page 8. Meeting November 1 Final Minutes, Page 8. Meeting November 1 Final Minutes, Minut	Application Interface	Meeting minutes that reflect that		IMA 10.0 on April 4, 2002, IMA 11.0 on November 18,	URL:
April 19, 2004. IMA 16 0 on October 18, 2004, IMA Management Process document and 19 to a April 10, 2005, IMA 18 0 on October 17, 2005, and ne found at the following con http://www.qwest.com/wholesale/ Into 10, 2005, IMA 18 0 on October 17, 2005, IMA 19 to on April 10, 2006, IMA 20 on October 16, 2006, IMA 21.0 on May 21. 2007, IMA 22.1 on Tebruary 3, 2008, IMA 23.0 on April 21, 2008, IMA 24.0 on October 20, 2009, Minutes, Minutes, Minutes, Page 8. Minutes, Page 8. Minutes, Double 18, 2001, IMA 20, on October 19, 2009, IMA 26, on October 20, 2010, IMA 26, on August 2, 2009, IMA 26, on October 19, 2009, IMA 26, on October 10, 2001, IMA 20, on August 2, 2009, IMA 26, on October 20, 2011, IMA 31, on October 17, 2011, IMA 31, on October 17, 2011, IMA 31, on October 17, 2011, IMA 31, on October 25, 2010, IMA 35, on October 26, 2010, IMA 35, on October 26, 2010, IMA 35, on October 26, 2010, IMA 35, on October 28, 2013, IMA 35, on October 28, 2013, IMA 35, on October 28, 2013, IMA 35, on October 28, 2014, and IMA 37.0 on October 29, 2014, and IMA 37.0 on October 20, 2014. There are 6 CMP milestones for changes to an existing application interface: Technical Specifications; 3, joint Testing and 6) Deployment (west/CenturyLink demonstrated 100% compliance with these milestones for IMA 10, IMA 210, IMA 210, IMA 210, IMA 210, IMA 310,	Ourset immomental	the Redesign Team reached		2002, IMA 12.0 on April 1, 2003, IMA 13.0 on August 4 2003, IMA 14.0 on December 4, 2003, IMA 15.0 on	com/wholesale/notices/
17.0 on April 10, 2005, IMA 18.0 on October 17, 2005, IMA 18.0 on October 17, 2005, IMA 18.0 on October 17, 2005, IMA 20.0 on Hup./Iwww.qwest.com/wholesale/ URL: URL: URL: URL: URL: URL: URL: URL:	Section 8.1 as agreed to	Owest Wholesale Change		April 19, 2004., IMA 16.0 on October 18, 2004, IMA	cnla/. See Release
71	by the Redesign Team.	Management Process document		17.0 on April 10, 2005, IMA 18.0 on October 17, 2005,	Notices.
74	-	can be found at the following		1MA 19.0 on April 10, 2006, IMA 20.0 on October 16.	
		http://www.qwest.com/wholesale/		November 12, 2007, IMA 22.1 on February 3, 2008,	
		cmp/redesign.html (See Meeting		IMA 23.0 on April 21, 2008, IMA 24.0 on October 20,	
		Minutes - CMP Redesign		2008, IMA 25.0 on April 20, 2009, IMA 26.0 on	
		Meeting November 1 Final		October 19, 2009, IMA 20.1 on December 14, 2009, 1MA 27 0 on April 19, 2010, IMA 28 0 on August 2	
		Dage 8		2010. IMA 29.0 on October 25, 2010. IMA 30.0 on	
32.0 on April 23, 2012, IMA 33.0 on December 10, 2012, IMA 34.0 on May 20, 2013, IMA 35.0 on October 28, 2013, IMA 36.0 on April 28, 2014, and IMA 37.0 on October 20, 2014. There are 6 CMP milestones for changes to an existing application in application to application in therface. Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Owest/CenturyLink demonstrated 100% compliance with these milestones for IMA 10. IMA 10. IMA 12.0 IMA 13.0, IMA 18.0, IMA 10. IMA 10. IMA 20. IMA 10. IMA 20. IMA 30. IMA 33.0,	To Market			April 18, 2011, IMA 31.0 on October 17, 2011, IMA	
2012, IMA 34,0 on May 20, 2013, IMA 35.0 on October 28, 2013, IMA 36.0 on April 28, 2014, and IMA 37.0 on October 20, 2014. There are 6 CMP milestones for changes to an existing application to application interface: 1, Draft Interface Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing, and 6.) Deployment. Qwest/CenturyLink demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 21.0, IMA 22.0, IMA 22.1, IMA 23.0, IMA 25.0, IMA 22.0, IMA 32.0, IMA 31.0, IMA 31.0, IMA 33.0, IMA 31.0, IMA 33.0, IMA 33.0, IMA 33.0, IMA 34.0, IMA 35.0, IMA 35.0, IMA 36.0, IMA				32.0 on April 23, 2012, IMA 33.0 on December 10,	
October 28, 2013, IMA 360 on April 28, 2014, and IMA 37.0 on October 20, 2014. There are 6 CMP milestones for changes to an existing application to application interface. 1.) Draft Interface Technical Specifications; 3.) Owest/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing, and 6.) Deployment Owest/CenturyLink demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 13.0, IMA 13.0, IMA 13.0, IMA 15.0, IMA 16.0, IMA 11.0, IMA 22.1, IMA 20.0, IMA 21.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 25.0, IMA 31.0, IMA 31.0, IMA 33.0, IMA 34.0, IMA 35.0, IMA 37.0.		,		2012, IMA 34.0 on May 20, 2013, IMA 35.0 on	
There are 6 CMP milestones for changes to an existing application to application interface: 1.) Draft Interface Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing, and 6.) Deployment. Qwest/CenturyLink demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 22.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 22.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 26.1, IMA 23.0, IMA 25.0, IMA 30.0, IMA 31.0, IMA 33.0, IMA 38.0, IMA 33.0, IMA 33.0, IMA 35.0, IMA 35.0				October 28, 2013, IMA 36.0 on April 28, 2014, and	
There are 6 CMP milestones for changes to an existing application to application interface: 1.) Draft Interface Technical Specifications; 3.) Qwest/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest/CenturyLink demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 15.0, IMA 15.0, IMA 22.1, IMA 23.0, IMA 25.0, IMA 22.1, IMA 23.0, IMA 25.0, IMA 25.0, IMA 26.1, IMA 27.0, IMA 28.0, IMA 35.0, IMA 31.0, IMA 32.0, IMA 34.0, IMA 35.0, IMA 35.0, IMA 35.0, IMA 35.0, IMA 35.0, IMA 35.0, IMA 37.0.				IMA 37.0 on October 20, 2014.	
application to application interface: 1.) Draft Interface Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest/CenturyLink demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 15.0, IMA 15.0, IMA 12.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 22.0, IMA 26.1, IMA 27.0, IMA 25.0, IMA 25.0, IMA 30.0, IMA 31.0, IMA 32.0, IMA 33.0, IMA 34.0, IMA 35.0, IMA 36.0, and IMA 37.0.				There are 6 CMP milestones for changes to an existing	
Technical Specifications; 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest/CenturyLink demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 11.0, IMA 22.0, IMA 22.1, IMA 23.0, IMA 21.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 26.0, IMA 26.1, IMA 26.0, IMA 31.0, IMA 32.0, IMA 31.0, IMA 32.0, IMA 31.0, IMA 32.0, IMA 31.0, IMA 32.0, IMA 35.0, IMA 36.0, IMA 32.0, IMA 35.0, IMA 35.0, IMA 36.0, IMA 37.0.				application to application interface: 1.) Draft Interface	
Interface Technical Specifications; 3.) (West/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest/CenturyLink demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 15.0, IMA 15.0, IMA 12.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 26.0, IMA 26.1, IMA 32.0, IMA 28.0, IMA 30.0, IMA 31.0, IMA 32.0, IMA 33.0, IMA 34.0, IMA 35.0, IMA 36.0, and IMA 37.0.				Technical Specifications; 2.) Walk-through of Draft	
Chest/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest/CenturyLink demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 13.0, IMA 14.0, IMA 15.0, IMA 15.0, IMA 12.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 26.0, IMA 26.1, IMA 32.0, IMA 28.0, IMA 30.0, IMA 31.0, IMA 32.0, IMA 33.0, IMA 35.0, IMA 36.0, and IMA 37.0.				Interface Technical Specifications; 3.)	
Final includes reculrical operations, 27, 2011. Testing, and 6.) Deployment. Qwest/CenturyLink demonstrated 100% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 16.0, IMA 17.0 and IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 22.1, IMA 27.0, IMA 24.0, IMA 25.0, IMA 26.0, IMA 26.1, IMA 37.0, IMA 33.0, IMA 34.0, IMA 35.0, IMA 36.0, and IMA 37.0.				Owest/CenturyLink Response to CLEC Comments, 4.)	
demonstrated 10% compliance with these milestones for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 15.0, IMA 12.0, IMA 18.0, IMA 19.0, IMA 20.0, IMA 22.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 26.0, IMA 26.1, IMA 27.0, IMA 28.0, IMA 39.0, IMA 31.0, IMA 32.0, IMA 33.0, IMA 35.0, IMA 36.0, and IMA 37.0.	-			Testing and 6) Deployment Owest/CenturyLink	
for IMA 10.0, IMA 12.0, IMA 13.0, IMA 14.0, IMA 14.0, IMA 14.0, IMA 15.0, IMA 17.0 and IMA 18.0, IMA 19.0. IMA 20.0, IMA 22.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 26.0, IMA 26.1, IMA 27.0, IMA 28.0, IMA 29.0, IMA 31.0, IMA 32.0, IMA 33.0, IMA 35.0, IMA 36.0, and IMA 37.0.				demonstrated 100% compliance with these milestones	
14.0, IMA 15.0, IMA 17.0 and IMA 18.0, IMA 19.0. IMA 20.0, IMA 22.0, IMA 22.1, IMA 23.0, IMA 24.0, IMA 25.0, IMA 26.0, IMA 26.1, IMA 27.0, IMA 28.0, IMA 30.0, IMA 31.0, IMA 32.0, IMA 33.0, IMA 35.0, IMA 36.0, and IMA 37.0.				for IMA 10.0, IMA 11.0, IMA 12.0, IMA 13.0, IMA	
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IMA 23.0, IMA 29.0, IMA 20.1, IMA 20.1, IMA 20.1, IMA 31.0, IMA 31.0, IMA 32.0, IMA 33.0, IMA 35.0, IMA 36.0, and IMA 37.0.				IMA 19.0. IMA 20.0, IMA 21.0, IMA 22.0, IMA 22.1,	
IMA 32.0, IMA 34.0, IMA 35.0, IMA 36.0, and IMA 37.0.				IMA 23.0, IMA 24.0, IMA 25.0, IMA 20.0, IMA 20.1,	
and IMA 37.0.	-			IMA 32.0, IMA 33.0, IMA 34.0, IMA 35.0, IMA 36.0,	
_				and IMA 37.0.	

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Owest/CenturyLink introduced changes to an existing OSS Interface – ASR QORA 7.0 Release on April 10, 2006, ASR QORA 8.0 Release on November 6, 2006, ASR QORA 9.0 Release on March 12, 2007, ASR QORA 9.1 Release on June 25, 2007, ASR QORA 11.0 Release on September 17, 2007, ASR QORA 11.0 Polong, March 17, 2007, ASR QORA 11.0 Delease	National Control of ASR QORA 13.0 Release on September 22, 2008, ASR QORA 13.0 Release on March 23, 2009, ASR QORA 14.0 Release on September 21, 2009, ASR QORA 16.0 Release on March 22, 2010, ASR QORA 16.0 Release on September 20, 2010, ASR QORA 17.0 Release on March 21, 2011, ASR CORA 18.0 Release on March 19, 2011, ASR CORA 19.0 Release on March 19, 2012, ASR CORA 20.0 Release ON MARCH 20.0 Re	September 11, 2012, ASN CORA 21.0 rotes on March 18, 2013, ASR CORA 22.0 Release on September 23, 2013, ASR CORA 23.0 Release on March 17, 2014, ASR CORA 24.0 Release on September 22, 2014, and ASR CORA 25.0 Release on March 23, 2015.	There are 6 CMP milestones for changes to an existing application to application interface: 1.) Draft Interface Technical Specifications, 2.) Walk-through of Draft Interface Technical Specifications; 3.) Qwest/CenturyLink Response to CLEC Comments; 4.) Final Interface Technical Specifications; 5.) Joint Testing; and 6.) Deployment. Qwest/CenturyLink demonstrated 100% compliance with these milestones for each of the above QORA/CORA releases.	Qwest/CenturyLink introduced Changes to an Existing OSS Interface – Application to Application Interface for MTG 1.3 on March 4, 2013, MTG 1.4 on April 20, 2013, MTG 1.5 on June 30, 2013, MTG 1.6 on November 18, 2013 and MTG 1.7 on November 9, 2014. There are 6 CMP milestones for changes to an existing
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application to application interface: 1.) Draft Interface Technical Specifications; 2.) Walk-through of Draft	Interface Technical Specifications; 3.) Outside Technical Specifications to CT FC Comments: 4.)	Final Interface Technical Specifications, 5.) Joint	Testing; and 6.) Deployment. Qwest/CenturyLink	demonstrated 100% compilance with mese minestones for MTG 13, MTG 14, MTG 15, MTG 16, and MTG	1.7.	

Supporting References	Supporting data can be found at the following URL: http://www.centurylink.com/whol esale/notices/cnla/ See Release Notices.	
Owest's/CenturyLink's Record of Compliance	Qwest/CenturyLink introduced changes to an existing OSS Interface – GUI (CEMR) on April 7, 2002, May 5, 2002, November 3, 2002, March 17, 2003, April 14, 2003, August 18, 2003, November 17, 2003, April 14, 2003, April 5, 2004, June 28, 2004, October 11, 2004, December 13, 2004, March 28, 2005, June 27, 2005 (MEDIACC), July 19, 2005, October 10, 2005, April 1, 2007, July 22, 2007, November 5, 2007, April 11, 2007, July 22, 2007, November 5, 2007, April 11, 2010, October 21, 2007, November 23, 2009, April 11, 2010, October 25, 2010, January 30, 2011, March 20, 2011, April 18, 2011, June 20, 2011, August 8, 2011, and February 13, 2012. NOTE: The February 2012 release was nimplementation of CEMR that included an interface to MTG. The February 2012 release was not implemented in the state of Minnesota. NOTE 2: The CEMR-MTG interface was made available in Minnesota on August 6, 2012.	OSS Interface - IMA-GUI 10.0 Release on April 4, 2002, IMA-GUI 11.0 on November 18, 2002, IMA-GUI 12.0 on April 7, 2003, IMA-GUI 13.0 on August 4, 2003, IMA-GUI 11.0 on December 8, 2003, IMA-GUI 15.0 on April 19, 2004, IMA-GUI 16.0 on October 18, 2004, IMA-GUI 17.0 on April 11, 2005, IMA-GUI 18.0 on October 17, 2005, IMA-GUI 19.0 on April 10, 2006, IMA-GUI 20.0 on October 16, 2006, IMA-GUI 21.0 on May 21, 2007, IMA-GUI 22.0 on November 12, 2007, IMA-GUI 22.1 on February 6, 2008, IMA-GUI 23.0 on April 21, 2008, IMA-24.0, October 20, 2008, IMA-25.0 on April 20, 2009, IMA-25.0 on October 19, 2009, IMA-25.0 on April 20, 2009, IMA-25.0 on October 25, 2011, IMA-28.0 on April 18, 2011, IMA-29.0 on October 25, 2010, IMA-32.0 on April 23, 2012, IMA-29.0 on October 17, 2011, IMA-32.0 on April 23, 2012, IMA-29.0 on October 17, 2011, IMA-32.0 on April 23, 2012, IMA-29.0 on October 17, 2011, IMA-32.0 on April 23, 2012, IMA-29.0 on October 17, 2011, IMA-32.0 on April 23, 2012, IMA-29.0 on October 17, 2011, IMA-32.0 on April 23, 2012, IMA-29.0 on October 17, 2011, IMA-32.0 on April 23, 2012, IMA-29.0 on October 17, 2011, IMA-32.0 on April 23, 2012, IMA-2000 on April 23, 2012
Date Process was Implemented	November, 2001	
Date Process was Baselined by the Redesign Team	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	
Process	Section 8.2 Graphical User Interface Qwest implemented Section 8.2 as agreed to by the Redesign Team.	

	33.0 on December 10, 2012, IMA 34.0 on May 20, 2013, IMA 35.0 on October 28, 2013, IMA 36.0 on April 28, 2014, and IMA 37.0 on October 20, 2014.	Qwest/CenturyLink introduced changes to an existing OSS Interface – ASR QORA GUI 7.0 Release on April 10, 2006, ASR QORA GUI 8.0 Release on November 6,	2006, ASR QORA GUI 9.0 Release on March 12, 2007, ASR QORA GUI 9.1 Release on June 25, 2007, ASR QORA GUI 10.0 Release on September 17, 2007, ASR QORA GUI 11.0 Release on March 17, 2008, ASR OORA GUI 12.0 Release on September 22, 2008, ASR	OORA GUI 13.0 Release on March 23, 2009, ASR OORA GUI 14.0 Release on September 21, 2009, ASR OORA GUI 15.0 Release on March 22, 2010, ASR	OORA GUI 16.0 Release on September 20, 2010, ASR QORA GUI 17.0 Release on March 21, 2011, ASR CORA GUI 18.0 Release on September 19, 2011, ASR CORA GUI 19.0 Release on March 19, 2012, ASR	CORA GUI 20.0 Release on September 17, 2012, ASR CORA GUI 21.0 Release on March 18, 2013, ASR CORA GUI 22.0 Release on September 23, 2013, ASR CORA GUI 23.0 Release on March 17, 2014, ASR CORA GUI 24.0 Release on September 22, 2014, and ASR CORA GUI 25.0 Release on March 23, 2015.	There are 4 CMP milestones for changes to an existing GUL: 1, Draft GUI Release Notice; 2.) Qwest/CenturyLink Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest/CenturyLink demonstrated 100% compliance with these milestones.
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Supporting References	Supporting data can be found at the following URL: http://www.centurylink.com/wholesale/notices/cnla/ See Release Notices.	
Owest's/CenturyLink's Record of Compliance	Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002. Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004. Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005. Qwest implemented the Retirement of the Resale Product Database (RPD) on April 29, 2006. Qwest implemented the Retirement of the IMA GUI Dialup Option on December 31, 2006. Qwest implemented the Retirement of IMA GUI access via dedicated circuit on November 12, 2007. Qwest implemented the Retirement of IMA EDI on October 27, 2007.	appropriate CMP notifications. NOTE: The CEMR GUI remained available to access inflight (pending) transactions on a historical basis until April 1, 2014. There are 5 CMP milestones for retirement of an existing Graphical User Interface: 1.) Initial Retirement Notice; 2.) Qwest/CenturyLink Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. Qwest/CenturyLink has demonstrated 100% compliance with these milestones. CenturyLink implemented the Retirement of the
Date Process was Implemented	November, 2001	
Date Process was Baselined by the Redesign Team	November 1, 2001 Meeting minutes that reflect that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is	
Process	Section 9 Retirement of Existing OSS Interface	

application to application OSS Interface MEDIACC on January 31, 2014 through the appropriate CMP notifications.	There are 5 CMP milestones for retirement of an existing application to application OSS Interface: 1.) Initial Retirement Notice; 2.) CenturyLink Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement. Qwest/CenturyLink is in the process of demonstrating 100% compliance with these milestones.

Prioritization Prioritization Predictization Predictization	Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Owest's/CenturyLink's Record of Compliance	Supporting References
There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Owest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001. There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Owest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 5 Regulatory CRs were for PID improvements. The CLEC's prioritized everything except the Regulatory CRs. Effective with Owest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Owest Originated CRs, and 13 Owest Originated CRs on the candidate list for the IMA 12.0 Release. There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Owest Originated CRs on the candidate list for the IMA 13.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 17 Owest Originated CRs on the candidate list for the IMA 13.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 20 Owest Originated CRs on the candidate list for the IMA 15.0 Release. There were 0 Regulatory CRs, 33 CLEC originated CRs, and 15 Owest originated CRs on the candidate list for the IMA 15.0 Release. There were 0 Regulatory CRs, 33 CLEC originated CRs, and 16 Owest originated CRs on the candidate list for the IMA 16.0 Release.	Section 10 Prioritization		-	The CLECs have been able to prioritize CRs as described below:	The CRs that were candidates for the IMA 10.0 Release, by
candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001. There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLEC's prioritized everything except the Regulatory CRs. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs. There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs on the candidate list for the IMA 12.0 Release. There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 20 Qwest Originated CRs on the candidate list for the IMA 15.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 50 Qwest originated CRs on the candidate list for the IMA 15.0 Release. There were 0 Regulatory CRs, 33 CLEC originated CRs, and 15.0 Release.	Owest implemented Section 10 and			There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Owest Originated CRs on the	CR type, can be found at the following URL: http://www.gwest.com/wholes
2001 and again in Octoben/November 2001. There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Owest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLECs prioritized everything except the Regulatory CRs. Effective with Owest's IMA 12.0 Release and beyond. PID improvements will be treated as either CLEC Originated CRs or Owest Originated CRs. There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs and 13 Owest Originated CRs, and 17 Owest Originated CRs, on the candidate list for the IMA 13.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Owest Originated CRs on the candidate list for the IMA 14.0 Release. There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 20 Owest originated CRs on the candidate list for the IMA 15.0 Release. There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Owest originated CRs on the candidate list for the IMA 15.0 Release.	subsequent modifications			candidate list for the IMA 10.0 Release. The CLECs	ale/downloads/2001/011012/S
nd dd he he nd ld	to it as agreed to by the Redesign Team.			promitted everyming except the regulatory CNS in August 2001 and again in October/November 2001.	(See Distribution Package for
nd dd d				There were 2 Regulatory CRs, 16 Industry Guideline CRs,	10-18-01, Attachment E for
nd nd he he				10 CLEC Originated CRs, and 12 Qwest Originated CRs on	Regulatory CRs and
nd nd he				noted that the 2 Regulatory CRs were for PID improvements.	Attachment F for Qwest
nd nd he ted		-		The CLECs prioritized everything except the Regulatory	Originated CRs. NOTE:
d he he				CKS. Effective with Qwest's tilyA 12.0 Kelease and beyond, PID improvements will be treated as either CLEC Originated	There were no industry
and he he		-		CRs or Qwest Originated CRs.	Guideline CKs for the IMA 10.0 Release.
e p p p p p p p p p p p p p p p p p p p				There was 1 Regulatory CR, 12 Industry Guideline CRs, 34	
pu pu				CLEC Originated CRs, and 13 Qwest Originated CRs on the	The CRs that were candidates
p p pu				Canadada not not any national actional	for the IMA 11.0 Release, by
pu pu				There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Owest Originated CRs on the candidate list for the IMA	CR type, can be found at the following URL:
p p				13.0 Release.	http://www.gwest.com/wholes
pu pu				There were 0 Regulatory CRs, 38 CLEC Originated CRs,	ystems Distribution Doc.pdf
pu pu				and 15 Qwest Originated CRs on the candidate list for the	See Distribution Package for
pu pu				IMA 14.0 Kelease.	10-18-01, Attachment E for CRs originally classified as
pu		-		There were 0 Regulatory CRs, 38 CLEC originated CRs, and	Regulatory CRs and
p _u				20 Qwest originated CAS on the candidate list for the living 15.0 Release.	Attachment F for Qwest Originated and CLEC
				There were O Remilatory CRs 33 CI EC originated CRs and	Originated CRs. NOTE:
				19 Qwest originated CRs on the candidate list for the IMA	There were no industry Guideline CRs for the IMA
				16.0 Release.	10.0 Release.

There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.	There were 0 Regulatory CRs, 28 CLEC originated CRs, and 6 Qwest originated CRs on the candidate list for the IMA 18.0 Release.	There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.	There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release.	There were 0 Regulatory CRs,, 18 CLEC originated CRs, 1 Qwest originated CR on the candidate list for the IMA 21.0 Release.	There were 0 Regulatory CRs., 15 CLEC originated CRs, 3 Qwest originated CRs on the candidate list for the IMA 22.0 Release.	There were 0 Regulatory CRs, 8 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 23.0 Release.	There were 0 Regulatory CRs, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 24.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 25.0 Release.	There were 0 Regulatory CRs, 2 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 26.0 Release. Note: Between Packaging and Commitment of IMA 26.0, 2 candidates were removed from the list due to lack of canacity in the release.
	A		· · · · · · · · · · · · · · · · · · ·						

There was 1 Regulatory CR, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 27.0 Release.	There was I Regulatory CR, 0 CLEC originated CRs and 0 Qwest originated CRs on the candidate list for the IMA 28.0 Release.	There were 0 Regulatory CRs, 1 CLEC originated CRs and 1 Qwest originated CRs on the candidate list for the IMA 29.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 30.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 Qwest originated CRs on the candidate list for the IMA 31.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 Century Link originated CRs on the candidate list for the IMA 32.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 7 Century Link originated CRs on the candidate list for the IMA 33.0 Release.	There were 0 Regulatory CRs, 1 CLEC originated CR and 1 Century Link originated CR on the candidate list for the IMA 34.0 Release.	There were 0 Regulatory CRs, 2 CLEC originated CRs and 6 Century Link originated CRs on the candidate list for the IMA 35.0 Release.	There was 1 Regulatory CR, 1 CLEC originated CR and 1 CenturyLink originated CR on the candidate list for the IMA 36.0 Release.
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There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 CenturyLink originated CRs on the candidate list for the MA 37.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 3 CenturyLink originated CRs on the candidate list for the MA 38.0 Release.
There were 0 Regulatory CenturyLink originated C IMA 37.0 Release.	There were 0 Regulatory CenturyLink originated CIMA 38.0 Release.

Process	Date Process was Baselined	Date Process was	Qwest's/CenturyLink's Record of	Supporting References
	by the Redesign Team	Implemented	Compliance	
Section 11	February 7, 2002	February, 2002	Although through the Redesign process, the	
Application-to-Application			team agreed to the improved process for	
Interface Testing	Meeting minutes that reflect		interface testing, it should be noted that	
D	that the Redesign Team reached		SATE has been available to the CLECs	
Owest implemented Section	agreement on this section of the		since August 2001 and was used by CLECs	
11 as agreed to by the	Owest Wholesale Change		to migrate their systems to the IMA 8.0	
Redesign Team.	Management Process document		Release and later releases.	
)	can be found at the following			
·· · · · ·	URL:		-	-
	http://qwest.com/wholesale/cm		-	
	p/redesign.html (see CMP			
	Redesign Meeting February 5 -			
	7 Final Minutes - 03/12/02,			
	Page 14, Paragraph 2.)			

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 12 Production Support	December 10,2001 Meeting minutes that reflect that	February 2002	Owest/Century Link has complied with this process for nearly 148 months.	Supporting data can be found at the following URL: http://wholesale.centurylinkapps.
Qwest implemented Section 12 as agreed to by the	the Redesign Team reached agreement on this section of the		Between February 2, 2002 and March 31, 2015, there were 385 planned outages.	com/cnla (See Systems notifications -
Redesign Team.	Qwest Wholesale Change		Owest/CenturyLink missed the notification interval 8 times. On March 31, 2003.	Planned Outage notification
	can be found at the following		scheduled maintenance notice SYST 03 31 03 F 04282 SchdDwnTmIMAE	
	http://qwest.com/wholesale/cmp/redesign.html (see CMP		DIGUI missed the required interval. On March 23, 2007, scheduled maintenance	
-	Redesign Meeting December 10-		notice SYST 03 22 07 F 04588 OSS Schld Maint	Supporting data can be found at the following URL:
			DLIS missed the required interval. On	http://wholesale.centurylinkapps.
			Century Link missed sending a scheduled	(See 3/27 Release Notice
			downtime. On February 6, 2015, February	lse 9 01.doc)
			17, 2015, February 27, 2015 and March 13,	i i
			2015, Century Link missed sending a scheduled maintenance notice for Product	
-			Pricer downtime.	
			Qwest/CenturyLink has demonstrated 97.92% compliance with this process.	
			It has been Qwest/CenturyLink's practice,	
			prior to the Reaesign effort, to conduct post- deployment meetings.	
			Between February 1, 2002 and March 31, 2015, Qwest/CenturyLink processed 49 Severity 1s, 3128 Severity 2s, 19201 Severity 3s, and 853 Severity 4s.	
			Correction: Qwest/CenturyLink previously	100

reported 3 Severity 4's. These Severity 4's were resolved and closed during the initial help desk contact, and therefore not subject to the Production Support Process.	On June 18, 2002, CLECs and Qwest agreed to processes for Product/Process production support. Qwest implemented this process on July 15, 2002.	During the third quarter of 2005, it was determined that there was no Event Notification generated for a DUF problem that occurred in 2004. The problem was identified by Qwest 2 nd quarter 2004 and corrected within 4 th quarter 2004. There were no CLECs that reported the problem. No CLEC coding changes were required.	Note: In the process of preparing the reply comments for the OSS Declaration in the FCC 271 proceedings, Qwest discovered that a number of event notifications that were required to be issued by the CMP Framework had not been issued, even though the underlying defects had been corrected. After investigating the reasons for the non-issuance of these notifications, it became among a paragrant that there was confusion among	some members of the Qwest IT Staff. Once it identified the missing event notification problem and its cause, Qwest promptly issued clarifying instructions to the IT Staff so that going forward there will be no confusion.
were in the port	On Ju to pro support of July July July 1	Durin deterring that o Notifit that o identication identication of CLEC CLEC	Note: comm FCC 2 a num requir Frame the un After sissuan	some men it identifier it iden
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Process	Date Process was Baselined	Date Process was	Qwest's/CenturyLink's Record of	Supporting References
	by the Redesign Team	Implemented	Compliance	
Section 13	May 2, 2002		Although the Redesign Team agreed	Supporting data can be found at
Training			to the documented process for	the following URL:
1	Meeting minutes that reflect		training, it should be noted that	http://www.centurylink.com/wh
Qwest implemented Section	that the Redesign Team reached		Qwest/CenturyLink has provided	olesale/training/index.html
13 as agreed to by the	agreement on this section of the		training on OSS Interfaces and	
Redesign Team.	Owest Wholesale Change		Product/Process changes since the	
•	Management Process document		beginning of 2000.	
	can be found at the following			
	URL:			
	http://qwest.com/wholesale/cm			
	p/redesign.html (see CMP Re-			
	Design Meeting May 1-2, Page			
	11)			

rd of Supporting References	ied with the Supporting data can be found at: http://www.centurylink.com/wh olesale/cmp/escdisp.html (See nd March 31, essed 24 OSS - Initiation - Archive 3 CMP 1.) Monitor ion; 3.) st Escalation scalation 6.) ssition; and e.	average un escalation by of receipt est missed 02301-2-
Owest's/CenturyLink's Record of Compliance	Qwest/CenturyLink has complied with the Escalation Process for 148 months. Between November 16, 2001 and March 31, 2015, Qwest/CenturyLink processed 24 OSS Interface escalations and 23 Product/Process escalations in accordance with the CMP Escalation Process. There are 8 CMP milestones for each escalation: 1.) Monitor Escalation; 2.) Validate Escalation: 3.) Acknowledge Escalation; 4.) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest/CenturyLink Binding Position; and 8.) Monitor for CLEC Response. Owest/CenturyLink is responsible for	missing 1 milestone out of a possible 376 milestones. This equates to an average compliance rate of 99.73%. In accordance with the CMP, Qwest/CenturyLink must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for PC102301-2-
Date Process was Implemented	November 16, 2001	:
Date Process was Baselined by the Redesign Team	September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmptredesign.html (See CMP Repredesign.html (See CMP Repredesign.html (See CMP Repring) Meeting Sept. 18 & 20 Final Minutes – 10/10/01, Page 3.)	
Process	Section 14 Escalation Process Qwest implemented Section 14 as agreed to by the Redesign Team.	

k's Record of Supporting References	in place for 158 Supporting data can be found at: http://centurylink.com/wholesale			cess Archive	On October 20, 2005, Qwest processed 1 System dispute in accordance with the CMP		s for each dispute pt of the complete	mail within one (1)	emonstrated 100% nilestone.	
Qwest's/CenturyLink's Record of Compliance	This process has been in place for 158 months. Qwest's/CenturyLink's Dispute Resolution tool may be found on	Qwest's/CenturyLink's CMP web site.	On November 24, 2004, Qwest processed 1 Product/Process dispute in accordance with	the CMP Dispute Process.	On October 20, 2005, Qwest processed 1 System dispute in accordance with the C	Dispute Process.	There is one milestone for each dispute 1) Acknowledge receipt of the complete	Dispute Resolution e-mail within one (1) business day.	Qwest/CenturyLink demonstrated 100% compliance with this milestone.	
Date Process was Implemented	November 16, 2001									
Date Process was Baselined by the Redesign Team	September 20, 2001 Meeting minutes that reflect that	the Redesign Team reached agreement on this section of the	Owest Wholesale Change Management Process document	can be found at the following URL:	http://qwest.com/wholesale/cmp/ redesign.html (see CMP Re-	Design Meeting Sept. 18 & 20 Final Minutes - 10-10-01, Page	5.)			
	Section 15 Dispute Resolution	Owest implemented Section 15 as agreed to by the	Redesign Team.							

Process	Date Process was Baselined	Date Process was	Qwest's/CenturyLink's Record of Compliance	Supporting References
Section 16 Exception	June 6, 2002	June 19, 2002 (original)	This process has been in place for over 150 months. During this time, Qwest/CenturyLink has received	Supporting data can be found at: http://www.centurylink.com/who
Owest implemented Section 16 as agreed to by the Redesign Team.	Meeting minutes that reflect that the Redesign Team reached agreement on this section of the		36 Exception requests. There are 6 CMP milestones for the Exception process: 1.) Acknowledge receipt of Exception submission; 2.) Issue Notification of pre-meeting: 4.) Issue vote	lesale/cmp/teammeetings.html and http://www.centurylink.com/who lesale/notices/cnla/
	Management Process document can be found at the following		notification and ballot; 5) Conduct vote; 6.) Post disposition notification and tally form.	
	URL: http://qwest.com/wholesale/cm p/redesign.html (see CMP Re-		Qwest/CenturyLink is responsible for missing 2 milestones out of a possible 216 milestones. This equates to an average compliance rate of 99.07%.	
	Design Meeting Minutes for June 5-6)		NOTE: CR Number PC060514-1 (Submitted by Level 3) was originally submitted as an Exception Change Request but after talking with the CR originator, it was a misunderstanding of the term and was requested that it not be addressed as an Exception CR.	
			NOTE: CR Number PC090414-1 (Submitted by dishNET) was originally submitted as an Exception Change Request. After discussion with the CR originator and SME team to determine what process in CMP was associated with the exception, it was determined that the Exception portion of the CR would be Withdrawn until more information and timeline was known about the CR.	
			Following is a description of the missed notification milestones:	
			CR Number: SCR060503-01EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time. Note: CR # corrected from SCR041703-04EX to SCR060503-01EX.	

2) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and	tally form were not posted on time. Note: Through the Redesign Process on September	12, 2002, the milestones were amended to require a pre-meeting for all Exception Requests.

Supporting References	Supporting data can be found at: http://www.centurvlink.com/who lesale/cmp/teanmeetings.html and http://www.centurylink.com/who lesale/notices/cnla/	
Owest's/CenturyLink's Record of Compliance	This process has been in place for over 148 months. During this time, Qwest/CenturyLink has conducted 65 votes. There are 3 CMP milestones for the Voting process: 1.) Issue Notification of a vote; 2.) Issue Notification of vote result; 3.) Post vote result and meeting minutes. Qwest/CenturyLink is responsible for missing 2 milestones out of a possible 195 milestones. Qwest/CenturyLink has demonstrated 98.97 % compliance with these milestones. Following is a description of the missed notification milestones:	1.) CR Number: SCR060503-01-EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time. Note: CR # corrected from SCR041703-04EX to SCR060503-01EX 2.) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.
Date Process was Implemented	July 17, 2002	
Date Process was Baselined by the Redesign Team	Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cm p/redesign.html (see CMP Re-Design Meeting Minutes for July 10)	
Process	Section 17 Voting Qwest implemented Section 17 as agreed to by the Redesign Team.	

Process	Date Process was Baselined by Date Process was	Date Process was	Owest's/CenturyLink's Record of	Supporting References
	the Redesign Team	Implemented	Compliance	
Section 18	September 13, 2002	September 18, 2002	This process has been in place for over 147	Qwest developed a web site to
Oversight Review Process	•		months. During this time, 12 referrals have	manage requests and information
)	Meeting minutes that reflect that		been made to the Oversight Review	relating to the Oversight Review
Owest implemented Section	the Redesign Team reached		Committee.	Process. This web site is located
18 as agreed to by the	agreement on this section of the		-	at:
Redesign Team.	Owest Wholesale Change			http://www.centurylink.com/who
	Management Process document			lesale/cmp/coc.html
	can be found at the following			
	URL:			
	http://qwest.com/wholesale/cmp/			
	redesign.html (see CMP Re-			
	Design Meeting Minutes for			
	September 12-13)			